Alcatel-Lucent OpenTouch Suite for Mid sized and Large Enterprises

Standard Offer

Chapter 04 - Devices and Clients for Connection users

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This document introduces the Alcatel-Lucent OpenTouch and OmniPCX Enterprise Communication Server, its products and features. All documents associated to this introduction cover most of the aspects for designing offers based on current manufacturers and business partner agreements. They include introductory explanations to position the offer in relation to client needs. References to in-depth documentation are indicated to direct you to product descriptions or product sites.

Who Should Use this Document?

As an introductory offer, this document can be used by Alcatel-Lucent Enterprise vendors, clients, partners and associates involved with the implementation of Alcatel-Lucent systems.

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1 Defining the Connection user experience

Employees who primarily make extensive use of voice communications benefit from the **OpenTouch Connection**, the advanced business communications experience available from reliable **Digital or IP deskphones**, as well as sturdy **DECT** or **WLAN** mobile handsets.

Users can pick the telephony features that suit their office work style from the comprehensive list of telephony features offered by the Alcatel-Lucent OmniPCX™ Enterprise Communication Server.

Office workers enjoy high-quality, wideband voice communications with easy audio and visual guidance, and ultra-fast directory look-up from the phone keyboard.

OpenTouch Connection user experience can be enriched with **software clients** for **PCs**, **smartphones or tablets** that boost their productivity in the office and on the go.

Examples of the OpenTouch Connection experience and applications

2 Digital and IP business phones

2.1 Telephony Services

2.1.1 Basic features

Even entry-level phones with no display or keyboards can access the basic feature set by using prefixes/suffixes dialing.

2.1.1.1 Internal calls

The caller dials a directory number. A voice guide may replace the dial tone if, for example, the caller has activated call forwarding.

The called party is free:

- When the called party answers, a call is established. At the end of a call, when one of the callers hangs up, the other caller can hear a busy signal.

The called party is busy:

- The caller hears the busy signal or a voice guide associated with the caller's rights. According to the caller rights, they may be authorized to:
  - Request a camp-on a busy phone
  - Barge in for Connection Users
  - Make a call announcement on the called phone's speaker (from a multiline phone) for Connection Users
  - Request an automatic callback

2.1.1.2 Calls outside the system (direct outward dialing – DOD)

After taking a phone off the hook, the caller dials the prefix for direct access to an external line. The caller receives the dial tone and then dials the number of the external user. If the class of service of the phone does not allow calls to the number dialed or if there is no available line, the caller receives a busy tone.

2.1.1.3 Consultation call

User A, on an internal or external call with User B, can make a consultation call to a third party by dialing a suffix, by pressing a soft key (on Alcatel-Lucent Digital and IP phones), or by dialing the extension number of the third party directly. User A hears the dial tone (or a voice guide) and can then make a call like any other ordinary call. During the consultation call, User B is put on hold.

Analog phones

To place a consultation call on an analog phone, a user dials the consultation call prefix, or presses the flash key.

Alcatel-Lucent Deskphones

Type of telephone	Alcatel-Lucent 8068 Premium DeskPhone	Alcatel-Lucent 8038 / 8039 Premium DeskPhones	Alcatel-Lucent 8028 / 8029 Premium DeskPhones	Alcatel-Lucent 4018 / 4008 Phone / 4019 Digital Phone
Feature	YES	YES	YES	YES

availability					
Visual guidance		YES	YES	YES	-
Access feature with icon key	UPK	With add-on	With add-on	With add-on	YES
	SPK	-	-	-	-
Access feature with screen key	Soft key	YES	YES	YES	-
	Directory	-	-	-	-
Access to feature using the keypad		YES	YES	YES	YES

UPK: User Programmable Key
SPK: System Programmable Key

2.1.1.4 Do not disturb

A user may temporarily stop all incoming calls, except those coming from the attendant. The user can still make internal or external calls.

2.1.1.5 Attendant call

Users can call any available attendant in the system by dialing a prefix. They can also call a specific attendant by dialing this attendant's directory number. Calls to attendants are loaded into a specific queue and are answered in order of arrival. By using different call distributions, specific types of calls (defined internal users, external overflowed, ISDN caller, etc.) may appear on different soft keys (4059) so that the attendant can answer calls based on priority

2.1.1.6 .Over dialing (DTMF dialing)

This feature allows decimal or DTMF dialing on an external line. The user requests transparency via a soft key or by dialing the transparency suffix. If a trunk or trunk group is declared to be on automatic transparency, the user may proceed immediately without a request.

2.1.1.7 Number store (store/redial) and communication log

On all available telephone sets, by dialing a special prefix or by pressing the redial key, any user can redial the last number dialed.

Users of Alcatel-Lucent sets can store a specific number for later use. The store/redial key is provided for this feature.

On the advanced phones, the redial button displays a list of previous communications/sessions. The list stores automatically each successful call with called number information.

2.1.1.8 Broker call

During a consultation call initiated by User A, User A in conversation with User C can return to User B in any of the following ways:

- Dialing the broker call prefix
- Pressing a key
- Pressing a line key on multiline sets

This operation can be repeated from User B to User C, and back to User B.

2.1.1.9 Transfer

User A is in conversation with user B. User B is put on hold when user A calls user C (another user or an attendant). When the device of user C is ringing or when user A is in conversation with user C, user A can transfer the call to establish a communication between user B and user C.

Parties may be internal or external. If the connection is not allowed, the call is routed back to the transfer initiator. Transfer is possible when the class of service of the phones involved authorizes the connection. Transfer is achieved by dialing the transfer prefix or by pressing a soft key.

The transferred caller receives the ringing tone and, if busy, the target phone receives a beep alerting them of the call on hold. If at the end of a configurable time period, the user at the transfer target phone has not answered, the call on hold is forwarded to the attendant.

If the transfer is to an attendant, the call is put in the appropriate waiting queue.

2.1.1.10 Non answered calls

The list of external or internal non answered calls is displayed on Alcatel-Lucent Digital and IP phones, Alcatel-Lucent DECT and WLAN handsets. Each time, a new call is presented but not answered, the caller identity is stored in the non-answered call list and the display (or message led) indicates a call was not answered

2.1.1.11 Callback

There are several kinds of callback feature:

Unanswered call callback

A user can automatically view and call back the last caller (unanswered call) by dialing a specific prefix or using a specific soft key. If using an Alcatel-Lucent Digital, IP phone, or Alcatel-Lucent DECT and WLAN handset the name of the last caller is displayed.

Automatic callback on busy phones or Call Completion on Busy Subscriber (CCBS)

When calling busy phone B, user A may request an automatic callback. User A will be called back when user B finishes the call in progress. When phone B is released, phone A is rung. User A picks up the handset and phone B is rung. User A can cancel the automatic callback service by calling user B or by dialing a cancellation prefix (management option) or using a specific soft key.

Call Completion on Busy Subscriber is available for Connection Users and it is available between both Connection and Conversation users.

Automatic callback on free phones or Call Completion on No Response (CCBR)

Any Connection user calling a free advanced phone that is not answered can request a callback. The LED and/or icon message flash on the phone that has received the request for a callback. The requested user can review the list of people who have requested a callback. The LED continues to flash until each of the messages or call back requests have been viewed.

Call Completion on No Response is available for Connection users

2.1.1.12 Communication forwarding

System call forwarding:

After the attendant logs off the last console or according to a predefined timetable, external calls are routed to a phone, a voice mail or the ringing service. Two simultaneous configurations are possible:

General call forwarding:

External calls are routed to one specified phone. If this phone is already on a call, the calls are parked in a specific queue.

Night service:

External calls are routed to a ringing network; any user can answer by dialing the night answering prefix or pressing the specific soft key. Internal attendant calls are routed either to general call forwarding or the night service (depending on the attendant's choice).

Unconditional call forwarding:

Any phone A can forward all its calls to any phone B (or voice mail); user A can still make outgoing calls. The service is activated from phone A by the routing menu or a prefix. Setting up a different call forwarding route cancels the previous one.

Immediate call forwarding on busy:

Calls to user A are immediately routed to a predefined user B (or voice mail) when A's phone is busy. User A can still make outgoing calls. The service is activated from phone A or phone B by the routing menu. Setting up a different call forwarding route cancels the previous one.

Communication deflection:

When a user is called, advanced set displays indicate the name or the number of the caller (internal, external, or ISDN/PSTN). The called party can forward (transparently to the caller) this call to another phone during the ringing period.

In a Manager/Assistant configuration: when the manager's phone is ringing, the manager can press a key to forward the call to an internal user and the destination may be predefined. If the manager wants to route the call to the assistant but there are several assistants, the manager must also press the speed dial key to send the call to the desired assistant.

Forwarding a private line call:

In a Manager/Assistant configuration: when screening is activated, a manager may forward her/his private line to an internal or external caller. All private incoming calls and, according to screening scenarios, reserved incoming calls arriving on screened lines, will follow the call forwarding route.

Call forwarding on no answer:

After a predefined time limit has been exceeded and an individual does not answer, the incoming call is routed to another predefined user. The service is activated via a routing menu or a prefix. The service can be canceled from phone A or from phone B. Setting up a different call forwarding route cancels the previous one.

Call forwarding on no answer and immediate call forwarding on busy:

Combines the immediate call forwarding on busy and time delayed forwarding on no answer services described above.

Unconditional external call forwarding:

User A's internal/external calls are immediately routed to an external number chosen by User A. This service is activated or cancelled via the routing menu from phone A. Setting up a different call forwarding route cancels the previous one.

Call forwarding to voice mail:

User A's incoming internal and external calls are immediately forwarded to the associated voice mailbox. This service is activated or cancelled via the routing menu.

2.1.2 Advanced features

The following paragraphs describe the advanced features specifically available to Connection users. For Conversation users, see the related document.

2.1.2.1 Call announce

A free or busy Alcatel-Lucent Premium DeskPhone, DECT handset or IP Touch WLAN handset can receive a message through its loudspeaker. The service is activated by the call announce prefix or the

specific soft key. If the called phone is free, the user can answer directly by picking up their handset or using the hands-free.

Broadcasting multiple announcements is also possible via the mastered conference service.

2.1.2.2 Call park/call park retrieval

A user may put an external, internal or network caller on hold for retrieval at a later time from another phone. To activate call park, the user must dial the park suffix or the specific soft key (Alcatel-Lucent Digital and IP phones) followed by a phone number. Call park retrieval is possible from any phone by dialing the call park retrieval prefix or the specific soft key (Alcatel-Lucent Digital and IP phones) followed by the directory number of the phone that originally received the call.

2.1.2.3 Barge-in (intrusion)

According to the rights configured in administration, user A can interrupt user B's call. User A activates the service by dialing the barge-in (intrusion) suffix or the specific soft key (Alcatel-Lucent Digital and IP phones) during the busy signal, or a voice guide offers user A the option to barge into the call. During the call, user A, user B and the other party also hear the barge-in (intrusion) tone.

2.1.2.4 Listening to tones and voice guides

Users may listen to the entire group of tones and voice guides present in the Alcatel-Lucent OmniPCX Enterprise Communication Server, or to one specific tone or voice guide from any phone. This is possible by dialing a prefix or by pressing a specific soft key followed (if desired) by the number of a specific tone or voice guide.

2.1.2.5 Listening to background music

On Alcatel-Lucent Digital and IP phones, users can listen to background music (or a radio broadcast) played continuously from an external device connected to the call server. They can switch from listening via their handset to listening via the speaker and vice versa. There are no time limits on this service: users must release the line to stop the music. Incoming calls are still presented (visual and ringing), and users may make consultation calls during playing. However, at the end of the consultation call, the line is released.

Service requirements:

On each phone, a soft key must be assigned to the background music.

The number of channels used at one time and the number of external devices connected are system dependent.

2.1.2.6 Business account code

By entering an identification number, the user can assign the cost of a call to a specific account. The account code is defined for accounting and chargeback purposes. The user dials the identification number followed by the desired directory number. The user may also define the account code to use by pressing a key during the call. The system controls the account code to bill the call to. Three types of business calls are available:

- Business call with a controlled project number
- Business call with an uncontrolled project number
- Business call without a project number

The choice of business call type depends on the data system configuration. There are two parameters:

- With/without project number

- With/without controlled project number

This choice is an exclusive choice on an Alcatel-Lucent OmniPCX Enterprise Communication Server system (standalone or homogeneous network). Users can also assign a project number to an incoming call. The project number is made of up to 12 digits (length depending on system configuration). Up to 9,999 controlled project numbers and an unlimited number of uncontrolled project numbers may be created. The accounting call records (or tickets) contain the project number. The setup of an outgoing business call is under the control of a specific external restriction table. It has its own external call barring table: day, night, Fw1, Fw2.

The system manager is also able to configure a phone with a forced project code. In this case, for every external call, the user must dial the project code to set up the call. During a consultation call the project account code for the new external call may be changed. During an automatic callback on a busy trunk group, the project account code is automatically stored. On callback, the user does not have to dial the code again. The project account code and called party's number may also be stored for redialing.

2.1.2.7 Sending and receiving messages

2.1.2.7.1 Message review

The flashing LED message and icon associated with the "Mail" key on an Alcatel-Lucent Digital and IP phone indicate that there is at least one new message waiting. According to phone capabilities, the user can access messages of various types (callback, text, voice, fax, or ISDN) and the list of senders (with date and hour), and then partially or completely store the requests or cancel them. The LED goes off, continues to blink or stays in fixed mode (according to system configuration) until all messages waiting have been processed.

Users can read the messages stored in their mailbox when their phone is idle. They can answer the message sender with a text message without having to dial a number or call back the message sender directly by pressing a soft key. This service is available for internal, network and ISDN calls.

2.1.2.7.2 Sending a message

When the phone is idle or ringing, a user can leave a message in the caller's mailbox by pressing the mail key or the text soft key.

2.1.2.7.3 Message with immediate display

Only the attendant and sets configured as manager/assistant can send this type of message. These messages are directly displayed on the called party's telephone display without any action required from them.

When the attendant sends a message to a busy phone, the message directly appears on the phone display. The called party may acknowledge the message and the attendant is immediately informed.

2.1.2.7.4 Manager/assistant messages

In a manager/assistant configuration, pre-programmed messages sent by the assistant are available in a list. The manager also has a specific list of possible answers, which are displayed in shortened form associated with soft keys; where one message corresponds to one soft key. Pressing the selected soft key sends the answer to the.

2.1.2.7.5 Text messaging

Users with any Alcatel-Lucent IP Touch 8028/8038/8068, Alcatel-Lucent 8029/8039 Premium DeskPhone set, DECT or WLAN handset can send and receive text messages. The maximum length of the messages exchanged in a standalone system or in a private network is 128 characters, and 32 characters for ISDN/PSTN public networks.

The number of messages that can be stored by each user can be specified in system configuration.

The maximum number of text messages that can be stored on the system depends on the configuration and CPU-type.

Structure of text messages

There are four types of messages:

- Fixed pre-programmed messages – fully defined in system management
- Partially programmable messages - defined in system management, but must be completed by the user. If the phone has no alphanumeric keyboard, messages to be completed by text do not appear in the list
- Fully programmable messages - written entirely by the user and can only be offered for phones equipped with an alphanumeric keyboard
- Absence messages: Alcatel-Lucent Digital and IP phones in the absence state (user choice) automatically send a text message to the caller. The message will only be sent if the caller has a phone with text messaging capabilities; otherwise, the phone called will ring normally. This feature is available in a standalone configuration, in a private network, or via the public ISDN. The maximum length of the absence message is 32 characters

Message creation (without call handling)

Most phones in idle state can send a message to another user regardless of the user's state (free, busy, etc.). A caller may send a message to a called party who does not answer (free or busy). This is available in for, internal, network and ISDN calls.

2.1.2.8 User move of set

When a user moves out of an office, this user can shift their telephone phone number and class of service to their new location. This service is activated as follows:

- By dialing the moving prefix followed by a password (personal code), the phone is placed in an out-of-service status.
- The phone is physically disconnected, moved, and reconnected in the new office.
- By dialing its extension number followed by the password, the phone is reinitialized. The phone rings immediately and when answered, the location change is validated.

This capability is also available, if moving from a PCX node to another in an ABC-F network.

2.1.2.9 Substitution

Any internal user may use telephone features corresponding to their class of service from any phone. To activate the service, the user dials the substitution prefix followed by their number and personal code.

When the substituted devices are the same, the substitution is complete: the user retrieves all feature keys, programmed keys, and any other previous configuration. Some features, such as feature keys, programmed keys, directory, associated phone, are not available (substitution is partial) when the devices are different (e.g. substituting an Alcatel-Lucent 4008 for an 8038 set).

Call charges are assigned to the user who initializes the substitution feature. You can also do a remote substitution via the DISA service.

2.1.2.10 Lock/unlock

Users can temporarily prevent outgoing calls from a phone. To select an external line by prefix, programmable key, or supervision key, the user must dial a personal code.

Dialing the appropriate prefix (switch) or pressing the specific soft key (Alcatel-Lucent Digital and IP phones) followed by the personal code reactivates direct access.

2.1.2.11 Intercom (interphone)

An Alcatel-Lucent Digital and IP phone can automatically answer internal calls from a specified user group. The Mute/Inter key activates the intercom or interphone service, and the intercom group is programmable by the user.

2.1.2.12 Call pickup

There are two modes:

- Individual call pickup
- Group call pickup

Individual call pickup

When a phone is called, whether the call is internal, external, or from an attendant, any phone can pick up the call by dialing the interception prefix or pressing the specific soft key (Alcatel-Lucent Digital and IP phones) followed by the number of the called phone.

Group pickup

When one phone in a pre-defined group is called, any group member can pick up the call by dialing the interception prefix or pressing the specific soft key (Alcatel-Lucent Digital and IP phones).

2.1.2.13 Call to a hunting group

A hunting group may be called by dialing a specific directory number, which is different from the individual directory number of the phones belonging to the group. A group member may receive both group and personal calls. The selection of a free phone in the group may be performed in three different ways:

- Serial hunt or fixed distribution: starting systematically from the head phone of the group
- Circular hunt or cyclical distribution: if the last phone called in the group has the position n, the search for a free phone begins at the phone with the position n +1
- Parallel distribution: all phones ring simultaneously

A queue can be defined for each group. When all the group's phones are busy, the call is camped on the ringing tone or on a specific waiting message. The queue size is defined by a ratio of the active group's phones; this ratio can reach 100%. After handling a call, a group phone will be called only after a fixed time period. Management defines this as wrap-up time. A phone can exit from its group via a special prefix. In this state, it can still receive personal calls. The user can return to the group at any time by dialing a prefix or pressing the specific soft key (Alcatel-Lucent Digital and IP phones). A phone may only belong to one hunting group.

2.1.2.14 Group supervision

Multiline set manual hold

A user who belongs to a call pickup group can put a call on hold by selecting the programmable key dedicated to this feature. On all group members' Alcatel-Lucent Digital and IP phones, the associated icon appears, and any team member may retrieve the call by pressing the key.

2.1.2.15 Conferences

2.1.2.15.1 Three-party conference

Three-party conference calls allow a simultaneous conversation between three parties. The user making a consultation call initiates the three-party conference by dialing a prefix or pressing the specific soft key (Alcatel-Lucent Digital and IP phones) and must be Connection user. During the conference, any participant may withdraw without releasing the call between the other two participants.

Administrators can allow or inhibit a three-party conference:

- Between a public network user who is currently talking to a private network user
- With another private network user

The purpose of this feature is to prevent a user from listening-in to the conversation of another user through interconnecting nodes in the private network.

On Crystal hardware, all user boards (UA and Z) can manage several three-party conferences per user at the same time. For IP Phones, the conference resource is used on the "system" boards of the chassis (CPU, IOIP, INTIP or INTOF).

On common hardware, several types of boards can support three-party conferences:

- GD-3 board
- PowerMEX board
- GA-3 board
- GA3CONF board, i.e. a GA board dedicated to conferences

2.1.2.15.2 Casual conference

A casual conference (or join call conference) is a three-party conference in which the conference initiator can extend the number of participants (up to six) without ending the current conference call.

A casual conference is set up via a soft key on Alcatel-Lucent Digital and IP phones.

If the number of participants in a casual conference is lower than six, the conference initiator can call a new party and, after this new party has answered the call, can:

- Insert the new party in the conference.
- Release the call with this new party: the conference initiator is then taken back to the conference with the other participants.
- Transfer the conference to this new party: the conference initiator is then disconnected from the conference. If the new party is an internal user of the same node as the conference initiator and is allowed to initiate a casual conference, he/she becomes the new master of the conference. Otherwise, there is no more master of conference and no new participant can be added.

If the conference initiator goes on hook while a casual conference is on, according to a system option:

- Either the entire conference is released
- Or the conference initiator is disconnected, whereas the conference goes on with other participants: in this case, there is no more master of conference and no new participant can be added.

The conference initiator can add an incoming call if their telephone is configured as a multiline phone.

Casual conferences are available on:

- Crystal hardware including a GPA2 board

- Common hardware including a GA-3 or GD-3 board

2.1.2.15.3 Meet-me conference

2.1.2.15.3.1 OmniPCX Enterprise meet-me conference

The OmniPCX Enterprise meet-me conference (or N-party conference) allows a variable number of participants (up to 6, 14, 29) to talk together. Users access the conference by dialing the conference prefix and a pre-defined access code. It is possible to enter the conference in idle state, in conversation, in consultation mode, or by transfer either from a user phone or an attendant console. External callers may be connected to the conference circuit from a phone or an attendant console or by DISA. Callers entering via DISA must first pass through the DISA authentication process, then type the meet-me conference code, conference extension number, and authentication code (if required). The DISA trunk and meet-me conference may reside on any Alcatel-Lucent OmniPCX Enterprise Communication Server network node. The conference participants can be:

- Internal users
- External callers
- Private network users

Each participant may withdraw at any time without disconnecting the conference. The meet-me conference is ended (released) when the last participant hangs up.

Meet-me conferences are available on:

- Crystal hardware including a GPA2 board
- Common hardware including a GA-3 or GD-3 board

2.1.2.15.3.2 Meet-me conference with the OmniTouch 8464 Meet-Me Audio Conference Bridge

The Alcatel-Lucent OmniTouch 8464 Meet-Me Audio Conference Bridge is a turnkey audio conferencing appliance. It offers a low-cost, low-risk entry point into unified communications. Premises-based audio conferencing continues to grow with the increases in telecommuting, pressure to reduce travel costs, carbon footprint, and a slowing economy. The Alcatel-Lucent OmniTouch 8464 Meet-Me Audio Conference Bridge supports both IP and PSTN deployments and works with any PBX. This makes it possible for enterprises to realize a near immediate return on investment.

Businesses can benefit from implementing the Alcatel-Lucent OmniTouch 8464 Meet-Me Audio Conference Bridge:

- ROI in less than four months offers a low risk investment with short-term gains
- Support for leading VoIP service providers, PBX vendors, and desktop solutions for straightforward implementation and compatibility
- Easy upgrade to industry-leading Alcatel-Lucent Unified Communications solutions via software licensing
- Unlimited conferencing and ease of administration means less time wasted
- Adding audio conferencing ports require no hardware
- Offers both internal/external conference call participation to enhance business operation

The most significant features of the Alcatel-Lucent OmniTouch 8464 Meet-Me Audio Conference Bridge are:

- Turnkey appliance for premises-based, IP and TDM "meet me" audio conferencing
- Dial-in, personal audio conference room for every employee
- 24, 48, 72, or 96 simultaneous conference call participants

- Either standard dial-in audio conferencing or as a complement to Microsoft OCS or IBM Sametime
- Call control via the telephone user interface or audio only web interface:
  - Lock, hold, and end conference
  - Mute/unmute
  - Drop call legs
  - Adjust line volume
  - Dial out to add participants
  - Roll call
  - Start/stop recording
  - 19 voice prompt languages supported
- Upgrade options
  - Order additional OmniTouch 8464 MACB audio ports, or
  - Upgrade to the OmniTouch 8660 MyTeamwork to add more users and/or data ports

Capacity of OmniTouch 8464 MACB:

The OmniTouch 8464 MACB can serve 24, 48, 72, or 96 simultaneous conference call participants. This can be done when supporting 150-700 users (based on recommended 7:1 ratio).

With an upgrade to add OmniTouch 8464 MACB audio ports, the following limits apply to the hardware:

- Maximum G.711 call legs per server: 500
- Maximum G.729A or G.726-32 call legs per server: 500
- Maximum G.711 legs per conference call: 500
- Optional TDM hardware gateway with maximum TDM channels per server:
  - T1: CAS 192, CCS 184
  - E1 (Euro-ISDN): 240

Interfaces and protocols supported:

- SIP standards: RFC 2327, 2833, 2848, 2976, 3261, 3263, 3265, 3428, 3515, 3891, and 3892
- VoIP transport: RTP
- Audio codec: G.711 a-law and mu-law, G.729A, and G.726-32

Network infrastructure and interoperability:

- With the Alcatel-Lucent OmniPCX Enterprise
- Interoperability with many vendors' PBXs, PSTN gateways, soft switches, and soft phones
- Any network (PSTN and IP) or phone (PBX, softphone, mobile)

2.1.2.15.4 Mastered (moderated) conference

The moderated (or mastered) conference allows a variable number of participants to talk together under the control of a conference leader/master monitoring and managing the conference. Up to 6, 14 or 29 users (including the conference leader) can participate in a mastered conference. The conference leader sets up the conference by dialing a mastered conference service prefix. The telecom manager (not the conference leader) manages participants' lists. The directory numbers associated with the keys are relevant for the current conference. When this conference is over, the

related directory numbers are no longer associated with the keys. The mastered conference provides three main services:

- Conference leader with manual insertion: The conference leader manages and monitors each participant in the conference and can set up conferences quickly (for example, in an emergency).
- Conference leader with automatic insertion: The conference leader selects the conference participants from pre-programmed lists.
- Call announce: The capability to initiate half-duplex communications allows the conference leader to broadcast messages or push announcements (via automatic off-hook) to some called extensions. Announcements can also be played on an external speaker connected to the PCX.

Mastered conferences are available on:

- Crystal hardware including a GPA2 board
- Common hardware including a GA-3 or GD-3 board

The conference participants can be:

- Internal users
- External users
- Private network users

They are selected by:

- Dialing the directory numbers of each participant or pressing an add-on module key.
- Entering a number from the list during selection allows keys to be automatically associated with all the directory numbers in the list. 12 lists are available per phone.

When participants answer a conference call, they are automatically inserted into the conference if the conference is set on automatic mode. If the conference is in manual mode, the called users receive a voice guide informing them that they will become part of a conference. The conference leader monitors the participant status (ringing, not accessible, full busy), and can insert them into the conference (and release them from the conference) one by one. Participants may leave the conference at any time by hanging up.

The conference leader may have a private conversation with one of the participants.

The conference leader may put a conference on hold, for example, to call another phone. All other participants' phones are put on hold.

The conference leader can disconnect the conference.

Number of managed participants

The maximum number of participants managed by the conference leader is 28 but this is reduced if the number of available keys on the additional key modules is less than 28.

Restrictions

An attendant cannot manage or participate in a mastered conference.

The dial by name feature cannot be activated during the participant selection phase.

A conference leader cannot make an outgoing call during a mastered conference. The leader must end the conference or put it on hold before dialing.

Incoming calls are displayed on the conference leader's phone (if it is a multiline phone). A call is presented on the associated icon but cannot be answered, and the master phone’s screen remains unchanged.

Call limits

To allow participants to give their undivided attention to matters under discussion in the conference, the following features are not available during a mastered (moderated) conference:

A participant cannot make an outgoing call or receive an incoming call

A user cannot participate in a mastered conference service during a consultation call

Barge-in is not authorized for the mastered conference leader

Directory keys cannot be used

Programmable keys cannot be used

Automatic callback notification is disabled during a mastered conference. If a user performs an automatic callback to a conference leader, the user is called back when the leader puts the conference on hold or ends it. If a user performs an automatic callback to a conference participant, the user is called back when the mastered conference call is ended.

2.1.2.16 Multiline sets

All advanced Alcatel-Lucent phones can support multiple telephone lines. A multiline configuration can be implemented on one device. Multiple lines allow a high level of telephone traffic to be handled while clearly identifying the origin of the calls.

System configuration can provide a multiline over-ringing tone. This is a short beep tone emitted for each incoming call on a busy multiline phone.

2.1.2.17 Multiline appearance feature – MLA

The MLA (multiline appearance) feature presents incoming calls simultaneously to all the phones in an MLA group, allowing members of the MLA group to answer the incoming calls as quickly as possible without call queuing. MLA allows groups to be configured for a "squared" or key-system type of operation where multiple users share responsibility for one or more extensions or DID numbers.

MLA allows the simultaneous presentation (ringing and/or visual) of a call to a group of users with Alcatel-Lucent 8/9 series telephones. The incoming call is presented on a dedicated MLA key on every Alcatel-Lucent 8/9 series telephone in the group.

By pressing an MLA key, any member of the group can answer a call, place it on hold and retrieve it from any other telephone in the group.

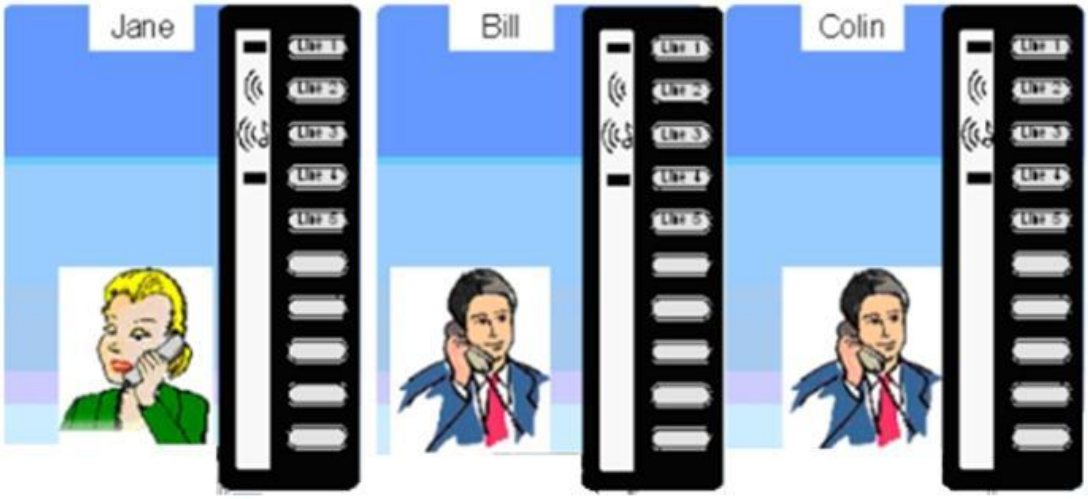
This provides a link between a line and keys on every phone in a group of users: when a call is active on an MLA key, each related MLA key on the other phones in the group indicates that the extension is active.

Outgoing calls may be placed on MLA keys.

Workgroup users benefit from this feature in the following applications:

- Branch office common extension – anyone in the branch office can answer a call on a common extension
- Emergency call – high priority (emergency) incoming calls that should not be queued can be answered first
- Manager/assistant call management – assistant and manager phones can be configured with MLA
- Any enterprise organization where a common or shared telephone number must be managed by a group and where a formal call center implementation is not appropriate or feasible

Example:



Jane, Bill and Colin, and belong to the same Alcatel-Lucent MLA user group. In this example:

Line 1: Bill is already active on line 1 and this line is seen as busy on the other telephones in the group

Line 2: Is ringing; anyone in the group can answer this call by pressing the related key

Line 3: A call has been placed on MLA hold; anyone in the user group can retrieve this call by pressing the related key. After a time limit has elapsed, this call will be presented again or routed according to the system configuration

Line 4: Bill placed this call in consultation hold mode, perhaps prior to answering line 1. Other group members see it as busy

Line 5: Is free

An MLA group can be overlapped to allow flexible call management and presentation.

MLA product restrictions

Up to 2,000 MLA user groups can be configured per OmniPCX node

Up to 100 phones can belong to the same MLA user group

A given phone can belong to up to 60 MLA groups

Every phone in an MLA group must belong to the same OmniPCX node

On Alcatel-Lucent Digital and IP phones, for the MLA function, add-on key modules are recommended

2.1.2.18 Manager/assistant

The Alcatel-Lucent OmniPCX Enterprise Communication Server provides powerful multidirectional manager/assistant configurations. A manager may have several assistants and an assistant may screen (or filter) calls for several managers, depending on the number of the keys available on the phone. The manager can have screened lines and private lines. Up to four different screening scenarios can be defined per manager phone and associated with the screened lines. For example: screening all calls, screening all calls except a list of internal or external ISDN/PSTN callers, screening external calls only. To activate a scenario, the manager selects the corresponding key. The manager has several assistants, and can apply one scenario to a particular assistant by pressing the speed dial key.

Note: On Alcatel-Lucent Digital and IP phones, for the manager/assistant function, add-on key modules are recommended.

The following table lists the meaning of the icons (or LEDs) associated with the dial call key:

Manager Set	Icons	LED	Assistant Set
Idle	Off		Idle
Manager with one line seizure or on hold – Assistant busy		●	Assistant with one line seizure or on hold – Manager busy
Assistant calls Manager		off	Manager calls assistant
Assistant is calling		◉	Manager is calling
Assistant absent, routing assistant present		○	Overflow activated (only on routing assistant set)
Assistant absent	✕	◉	N/A
N/A		●	Screening activated

LED Legend
● on
○ blinking (slow)
◉ blinking (fast)

This feature is available for:

Type of telephone		Alcatel-Lucent IP Touch 8028/8038/8068 / Alcatel-Lucent 8029/8039 DeskPhone	Alcatel-Lucent OT 8232DECT Handsets
Feature availability		YES	YES
Visual guidance		YES	-
Access feature with icon key	UPK	-	-
	SPK	YES	-
Access feature with screen key	Soft key	YES	-
	Directory	-	-
Access to feature using the keypad		-	-

UPK: User Programmable Key

SPK: system Programmable Key

The specific manager/assistant configuration allows for:

Manager/assistant speed dial

The key assigned to this feature allows direct speed dialing between the manager and the assistant, even if call forwarding has been activated.

Taking into account that the assistant is away

An assistant has a specific key to indicate their presence or absence to the manager(s). If the assistant is present, and no screening (filtering) is engaged, the icon associated with speed dial does not appear. If the icon appears, the assistant is present and the calls are screened. If the icon flashes, the assistant is away or absent.

Overflowing calls to another assistant

An overflow assistant is activated automatically when the main assistant has activated the assistant absent key. When the overflow assistant also activates the absence key, the screening is automatically canceled.

Discreet listen-in

This feature lets a manager monitor a conversation between the assistant and a caller on a screened line only. While the manager is listening, the manager's microphone is off and the assistant is informed by the display. During monitoring, the manager may take over the call.

Text messaging

An assistant can send a short text message to a manager during a call, and the text message is displayed immediately

Call screening

The different screening (filtering) options may be activated either by the manager or by the assistant from their respective phones.

The following tables list the meaning of the icons (or LEDs) associated with filtering:

Manager Set	Icons	LEDs	Assistant Set
Screening deactivated	Off		Screening deactivated
Screening activated, assistant present	☑	●	Screening activated (on assistant and routing assistant sets)
Screening activated, assistant(s) absent	☑ blinking	○	Screening activated on another assistant

LED Legend
● on
○ blinking (slow)
● blinking (fast)

2.1.2.19 Supervision

Supervision of a directory number

This feature grants call supervision (observation of status) and call pickup rights to another Alcatel-Lucent Digital or IP phone. A supervised directory number can be the number of a single line or multiline phone. Several phones may supervise the same directory number. Each supervising phone has one key per supervised number, and the number of the objects supervised depends on the free keys on the supervision phone. The following table summarizes the icon (or LED, on sets without displays) status and the result of the action for each status of a supervised directory number key:

Supervised				Supervisor
Type of terminal	Status of the supervised number	Icon	LED	Result of pressing the key
Single line	Free	Off		Call supervised terminal
	Ringing			Pick-up call of the supervised party
	Busy		●	Call busy terminal
	Unobtainable: in immediate forward do not disturb or forward to text mode *		○	Call busy terminal
Multi-line	At least one line free	Off		Call supervised terminal
	At least one line calling			Pick-up call of the supervised party
	Partially busy (at least one line or key free)		●	Call free line
	Totally busy	✕	●	No result

LED Legend
● on
○ blinking (slow)
● blinking (fast)

* This feature is only available for supervised and supervisor sets on same node. If unobtainable, dynamic states (idle, busy…) aren't shown

Supervision of a trunk group

This feature allows the supervision and pickup of an incoming call on a trunk group. The following table presents the icon status (or LED, on sets without displays) and the result of the action for each status of a supervised trunk group:

Supervised			Supervisor
Status of the supervised trunk group	Icon	LED	Result of pressing the key
At least one trunk available	Off		Line seizure
All trunks busy or out of service	✕	●	No result

LED Legend
● on
○ blinking (slow)
● blinking (fast)

Supervision of a trunk

This feature allows the supervision and pickup of an incoming call on a trunk. The following table presents the icon status (or LED, on sets without displays) status and the result of the action for each status of a supervised trunk:

Supervised			Supervisor
Status of the supervised trunk	Icon	LED	Result of pressing the key
Idle	Off		Line seizure
Ringing on another set		●	Pick-up incoming call
On hold by set		○	Pick-up incoming call
Busy, ringing on attendant, out of service or on hold on another set	✕	●	No result

LED Legend
● on
○ blinking (slow)
● blinking (fast)

The following phones can supervise an object:

Type of phone		Premium DeskPhones 8068/8038 / 8039	Premium DeskPhones 8028 / 8029	IP Touch 4008/4018 / 4019 Digital Phone	OT8232DECT Handsets
Feature availability		YES	YES	YES	YES
Visual guidance		YES	YES	YES	YES
Access feature with icon key	UPK	-	-	-	-
	SPK	-	-	-	-
Access feature with screen key	Soft key	-	-	-	-
	Directory	-	-	-	-
Access to feature using the keypad		-	-	-	-

UPK: user programmable key

SPK: system programmable key

Visual guide can be either screen or LED information

Voice mailbox supervision

Voice mail supervision allows a user or group of users to supervise and access the voice mailboxes of other users.

This feature can also be used by a group of mobile users when someone else, such as a group assistant, needs to manage their voice mailboxes.

A voice mailbox is usually dedicated to a user as a personal resource, and access to this resource is only permitted for this user:

- Message notification is indicated with the icons and message LEDs available on the user's Alcatel-Lucent Digital and IP phone
- Alcatel-Lucent 4635 and 4645 can be configured to notify an external phone when a voice mail message is deposited

The following table presents the icon status (or LED, on sets without displays) status and the result of the action for each status of a supervised mailbox.

Supervised			Supervisor
Status of the supervised voice mail	Icon	LED	Result of pressing the key
No message	Off		Access to supervised mailbox
No new message, at least one old message		●	Access to supervised mailbox
At leat one new message		○	Access to supervised mailbox

LED Legend
● on
○ blinking (slow)
○ blinking (fast)

If a user wants to listen to and manage their messages, they can access the voice mail system from their desk phone or from any external phone, such as a mobile phone.

A voice mailbox may be supervised by up to 100 users (20 users across an ABC F2 network).

2.1.3 Set customization

2.1.3.1 Guide key [MENU] or information key [i]

A menu or information key is available on Reflexes sets. This key provides help about telephone customization (soft-keys, language, etc.) when the phone is in the idle state. Information is displayed by the system in a user-friendly way.

On Alcatel-Lucent 8/9 series sets, the information key gives the content of programmable keys defined in the PERSO tab.

2.1.3.2 Increasing handset volume

On all Alcatel-Lucent Digital and IP phones, before or during a call, a user can adjust the handset or speaker volume by using the - (minus) and + (plus) keys.

2.1.3.3 Hands-free operation

Depending on the type of phone used, during incoming and outgoing calls, the user can speak without using the handset. The hands-free feature can be cancelled at any time by pressing the hands-free key.

2.1.3.4 Headset on Alcatel-Lucent 8/9 series

A headset can be connected to most Alcatel-Lucent 8/9 series (except Alcatel-Lucent IP Touch 4008/4018 Phone and 4019 Digital Phone sets) phones with the following services:

- Handset/headset mode
- Manual/automatic connection (in manual mode the hands-free key allows the user to pick up an incoming call)
- Call release key

2.1.3.5 Adjustment of ringing tone

Users can select the melody and adjust the volume of the ringing tone.

2.1.3.6 Ringing per call type

You can differentiate the type of incoming call according to both the ringing melody and frequency for Alcatel-Lucent Digital and IP phones, and the ringing frequency for analog phones. The types of incoming calls that can be differentiated on analog phones are:

- Internal call
- External call
- Meet-me reminder
- Attendant call
- Forwarded call
- Callback
- Priority call

The types of incoming calls that can be differentiated on Alcatel-Lucent Digital and IP phones are:

- Internal call
- External call
- Manager call
- Priority call

2.1.3.7 Advanced home bar display

For Alcatel-Lucent Digital and IP phones, the display typically contains:

- A Home Bar with date and time or status
- A communication icon
- A forwarding icon
- A headset icon (if connected) for Alcatel-Lucent IP Touch 8028/29/38/39/68
- Three tabs (by default): Menu, Perso and Info (except 4008/18/19)

The Communication Server manages the content of the tabs and the Home Bar.

The Home Bar, by default, indicates the time and date and if a headset is connected, an icon is displayed. It can be configured to display the same information and other current settings, such as:

- Filtering (only on manager sets, in a manager/assistant configuration)
- Forward, or forward on main line
- Forward on second lines
- Forward to text message
- Do not disturb

Each information message is displayed in order and periodically. The display time for each message can vary between 3 seconds and 10 seconds.

2.1.4 Specific user classes

A features class of service (or category) is assigned to each phone. It is used to determine which services are available to all the users with the same class of service.

Up to 256 Classes of Service can be defined.

2.1.4.1 Controlled private calls

With the controlled private call feature, a company can track and charge back for personal outgoing employee calls. The user is defined by the following items (whether or not the user has a phone):

- One directory number (virtual or real)
- One PIN
- One call class of service restriction for private calls

The user can make a private call according to the following rules:

- Only from the user's own phone
- From any authorized phone in the subnetwork
- From a few selected phones (if compatible with Class of Service for Connection)

The Alcatel-Lucent OmniPCX Enterprise Communication Server controls the PIN code and two employees cannot have the same PIN.

Such private calls can be forwarded to internal (including network) or external numbers.

2.1.4.2 Off-hook Tone/howl (analog phone)

On an analog phone, if the user does not hang up after receiving the busy signal, the phone is put on missed call status after a time delay. The phone receives a special tone with a high volume level prompting the user to hang up.

2.1.4.3 Beep on external calls

A beep can be programmed on all external calls to notify users that they are using a costly service.

2.1.4.4 Automatic off-hook call

Automatic off-hook calls can be programmed to one of the following entities:

- Phone
- Hunting group
- Trunk group
- Attendant
- Speed dial (abbreviated) number

They can be time delayed (user or management programming) or immediate (management programming).

2.1.4.5 Restricted rights: incoming calls only

A phone that is configured by management to receive only incoming calls generates a busy tone when the user picks up the handset.

2.1.4.6 Privilege access override

The Feature Class of Service configuration provides the capability to an Alcatel-Lucent Digital and IP phone to place a call to a phone even if the phone is forwarded or in "do not disturb" mode.

2.1.4.7 Modifying the password (personal code)

This service allows users to modify the password (personal code) on their phones. The system administrator can deal with lost or forgotten passwords.

2.1.4.8 Compatibility between pieces of equipment

The system can prevent connections between phones or between trunk groups/trunks and phones. System administration assigns a connection class of service, defining connection rights, to all pieces of equipment.

2.1.4.9 Temporary/permanent protection against barge in (intrusion)

A phone can be protected against barge-in (intrusion) on a permanent or temporary basis according to its class of service, by a prefix before making a call. Temporary protection against barge-in is canceled as soon as the call ends.

2.1.4.10 Call overflow for out of service IP phones

An IP phone is seen as "Out of Service" if:

- It is an Alcatel-Lucent WLAN handset that goes outside the coverage area or is switched off
- The physical connection to the IP phone is broken
- An IP network problem or failure occurs causing a link terminal failure
- The IP phone is logically set as "Out of Service" for maintenance

To maintain availability and service, "Overflow if Out of Service" is used to designate a selected associate number for IP Phones, or to send the call to the front office operator number in the case of room sets in a hotel-hospital configuration.

Note: In the case of a remote extension, where the twin set feature is used, the associated number can be a GSM set. When this is the case, calls to an "out of service" IP phone are directed to the GSM set.

2.1.4.11 External call restriction (barring)

During access to a public or private external line, it is possible for the system to monitor the dialing by the user and authorize the call according to pre-defined rights. The first digits dialed are checked. If the first digits dialed correspond to an authorized number, the number is sent; otherwise, the user receives the busy tone or a voice guide. External numbers of up to 20 digits may be analyzed. Each phone has four classes of service restrictions, according to the installation state (day, night, forwarding 1, forwarding 2).

The attendant can transfer a trunk to an extension after the user dials the outgoing prefix or outgoing prefix and the country code, so that the user may make outgoing calls to specific destinations on a one-at-a-time basis. The cost of the call can be charged to the user.

2.1.4.12 External call restriction (barring) on transfer

If phone A transfers an external call to phone B, and phone B does not have the rights to be connected to an external caller, the call is disconnected.

2.1.4.13 Automatic entity lock

The automatic entity lock is used to lock all sets in an entity according to a calendar of days of the week. The sets concerned are locked as if they had been individually locked by their user.

2.1.5 Supplementary ISDN services

Supplementary or additional services offered by the public carrier may be used on an Alcatel-Lucent phone. These services can be:

- Calling line identification restriction/presentation (CLIR/CLIP)
- Unanswered call directory (16 numbers or names)
- User to user signaling (eight text messages UUS 1)
- Malicious call identification
- Calling line presentation (CLIP): the number sent by the remote installation can be translated into a name
- Sub-addressing

2.2 Premium Deskphones

The Alcatel-Lucent Premium DeskPhones benefit from a new industrial design to enhance telephony experience. They come with an adjustable foot stand, enhanced audio quality, improved usability with backlit displays, dedicated functions keys and alphabetic keyboards.

Alcatel-Lucent 80x9 are digital deskphones and Alcatel-Lucent 80x8 are IP deskphones. They are equipped with an alphabetic keyboard and an adjustable foot stand ranging from 25° to 60°.

Phone capabilities can be extended with Premium Add-on 10 & 40 keys modules or Premium Smart display 14 keys module.

2.2.1 8068/8068BT Premium DeskPhones

A Bluetooth® handset or wired Comfort Handset Hearing Aid Compatible
LED
• Flashing blue: arrival of a new call
• Flashing orange: alarm
• Color screen
• 10 dedicated functions
Navigation and selection keys
3.5 mm headset jack
Alphabetic keyboard
Permanent features keys : Quick access to the phone's main features
A wideband speaker for optimized sound

2.2.2 8038/8039 Premium DeskPhones

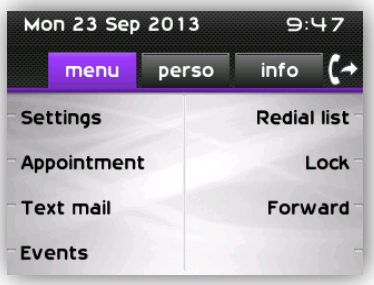
LED
Flashing blue: arrival of a new call
Flashing orange: alarm
Comfort Handset Hearing Aid Compatible
Monochrome screen
10 dedicated functions
3.5 mm headset jack
Navigation and selection keys
Permanent features keys: Quick access to the phone's main features
Alphabetic keyboard
A wideband speaker for optimized sound

2.2.3 8028/8029 Premium DeskPhones

LED
Flashing blue: arrival of a new call
Flashing orange: alarm
Comfort Handset Hearing Aid Compatible
Monochrome screen
6 dedicated functions keys
4 programmable keys with Led and paper labels
3.5 mm headset jack
Navigation and selection keys
Permanent features keys : Quick access to the phone's main features
Alphabetic keyboard
A wideband speaker for optimized sound

2.2.4 Welcome screens

From these screens you have access to all the features of your phone. By default, they are three pages accessible by pressing on the tab of each page on the top of the screen. The selected page is highlighted.



- Menu page:
  Provides access to all available functions and applications, by pressing the key for the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the page displayed by default, configure voice mail, and access telephone functions such as calling back one of the last numbers, or intercepting incoming calls.
- Perso page:
  Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page:
  Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
- / Transfer icon: Pressing the key next to this icon allows to program or change the programmed transfer

2.2.5 Status icons/Call icons

Icons giving information on specific configurations of the phone or on call status are displayed in the top bar of the screen.

	Headset connected		Incoming call icon
	Telephone locked		Call in progress icon
	Appointment programmed		Call hold icon

2.2.6 Navigation

	OK key: used to validate your choices and options while programming configuring feature. **Left-right navigator:** used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).

	Up-down navigator: used to scroll through the content of a page.
	Back/Exit key Use this key to go back to the previous step.

2.2.7 Permanent features keys

They are located just above the loudspeaker.

	Mute and interphony key. In conversation press this key to disconnect the microphone so that the other cannot hear you. When the phone is idle, press this key to set up the phone in interphony mode. When you receive a call, the phone hooks off automatically and you are directly in conversation in handsfree mode. When activated, the key is lit blue.
	Turn down the volume.
	Turn up the volume.
	Pressing this key answers an incoming call in handsfree mode (the key is lit blue). When a call is active, pressing on this key switches from handsfree to headset or handset.
	Programmable keys (F1 and F2 keys). Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.
	Redial key: to access the 'Redial' feature. • A short press dials the last number • A long press displays the last 10 numbers dialed. Select the number to dial
	Information key: used to obtain information on functions of the "menu" page and to program the "perso" page keys.
	Messaging key to access various mail services. This key is lit when you have received a new voice message, text message or callback request.

2.2.8 Alphabetic keyboard

Your set is provided with an alphabetic keyboard depending on your country and language:

- Country variants:
  - AZERTY
  - QWERTZ
  - QWERTY (International)
  - QWERTY (Nordic)

Use the keyboard to enter contact names while configuring the phone. Access the dial by name feature by entering the name of your correspondent on the keyboard.

The keyboard includes functional keys to edit your text entries.

	Cursor moving keys (left, right, up and down). Helps you to navigate in an edit box. Press the Alt key to access the left and up navigation.
	Caps lock: to write text in capital letters.
	Alt key: to access specific characters and punctuation marks.
	Enter key: to validate an edited text.
	Backspace key: to delete one character in an edit box.

2.2.9 Bluetooth 1.2 wireless connectivity (8068/8068BT)

Cordless freedom at the desktop is possible with a Bluetooth handset 10-m coverage

- Superlative sound quality
- Pick up and hang up key, volume settings, ringing and battery integrated with the handset

2.2.10 Connectivity

80x8 IP DeskPhones

Adjustable and stable foot

Various connections to allow phone extensions

- Add-on module connector (SATA type)
- One 10/100/1000 Gigabit Ethernet connector (LAN)
- One 10/100/1000 Gigabit Ethernet connector (PC)
- 1 RJ9 connector for a corded handset
- 1 RJ9 connector for alphanumerical keyboard
- 1 RJ 11 connector for external ringer and audio active envelop indicator
- One DC power jack for an external power adaptor

80x9 Digital DeskPhones

Adjustable and stable foot

Various connections to allow phone extensions

- Add-on module connector (SATA type)
- One 10/100/1000 Gigabit Ethernet connector (LAN)
- 1 RJ9 connector for a corded handset
- 1 RJ9 connector for alphanumerical keyboard
- 1 RJ 11 connector for Digital Line, external ringer and audio active envelop indicator

2.2.11 Premium DeskPhone technical specifications

80x8 IP DeskPhones

Physical characteristics

- Width: 252 mm (9,92 in)
- Depth: including alphabetical keyboard 200 mm (7,87 in)

- Height: 204 mm (8,03 in)
- Weight: 1450g (3.20 lb.)

Power

- Power over Ethernet (IEEE 802.3af) Class 2
- Optional Transformer: 100 V AC to 240 V AC/48 V DC
- Maximum power (w/o Add-on) 8068 BT: 5,3W; 8068: 4,9W; 8038: 4,6W; 8028: 4,3W

Audio characteristics

- Comfort handset for 8068, 8038 & 8028, Bluetooth handset for 8068 BT, Hearing Aid Compatible (HAC).
- Full-duplex speakerphone, acoustic echo cancellation
- Wideband G722, G711 (A-law and Mu-law)
- G729 AB, G723.1 voice activity detection (VAD), comfort noise generation (CNG)

Network and provisioning

- DHCP and static IP
  - Manual or dynamic host configuration protocol (DHCP) network setup
- QoS support
  - IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, DSCP, and QoS Tickets
- IEEE 802.1 AB/LLDP-MED client (automatic VLAN acquisition, PoE management, inventory information)
- Energy Efficient Ethernet 802.3 az support

Security

- Authentication: basic or digest, 802.1x
  - 802.1x Message Digest 5 (MD5)/TLS: For authentication, customer certificates management (with centralized deployment)
  - Denial of service (DoS) attack protection: Flooding
  - ARP Spoofing protection
- Transport: TLS 1.2/1.0 and SRTP
  - Encryption and authentication of the signaling traffic;
  - Encryption of media traffic.
- Shipped with (X509v3) certificate installed
  - Certificates for 802.1x EAP-TLS (either Alcatel-Lucent or customer certificates)

<u>80x9 Digital Phones</u>

Physical characteristics

- Width: 252 mm (9,92 in)
- Depth: including alphabetical keyboard 200 mm (7.87 in)
- Height: 204 mm (8.03 in)

- Weight: 1340 g (3,17 lb.)

Power

- Power over digital line
- Maximum power (w/o Add-on): 8039 – 735 mW; 8029 – 912 mW

Audio characteristics

- Comfort Handset for 8039 & 8029, Hearing Aid Compatible (HAC).
- Full-duplex speakerphone, acoustic echo cancellation
- G711 (A-law and Mu-law)

Premium DeskPhone Languages

- Multi-language support (menu) : Chinese, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek ,Hebrew, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Russian, Spanish, Slovak, Slovenian, Swedish, Taiwanese, Turkish

2.2.12 Add-on modules

Smart display module

The smart display module can be connected to the phone to extend its capabilities. This large LCD display allows for quick and easy paperless identification of associated function keys.

Smart display

The smart display module provides users with 14 additional direct access buttons. Up to three smart display modules can be connected to one phone. Smart display modules cannot be mixed with 10-key and 40-key modules.

Paper-labeled modules

Extension modules with paper labels can be connected to a phone to increase the number of programmable function keys. The additional keys may be used for direct station selection, Busy Lamp Field, line appearance and other functions.

Two paper-labeled extension modules — 10-key and 40-key modules — are available for all phones. Each phone can accommodate up to 50 additional keys.

2.2.13 Digital options

Alcatel-Lucent interface modules offer additional flexibility and openness. They allow peripheral equipment to be added to any system, which reduces the cost of cabling.

	The AP interface module supports connections of analog devices such as fax and plain old telephone service (POTS) using just one line.
	The S0 interface module supports connections of S0 devices and takes advantage of ISDN services.
	The V.24/CTI interface module allows a phone to be connected to a computer, a Braille console or any other V.24 device to enable transmission and reception of data using a telephone line.

These interface modules are only available for Alcatel-Lucent Digital Phones.

2.3 OpenTouch™ Connection for 8082

2.3.1 Quick overview

The Alcatel-Lucent OpenTouch™ Connection for 8082 is a new usage brought by the Alcatel-Lucent 8082 My IC Phone device. This new usage is taking benefit of the fully featured integrated IP connectivity and telephony already available on Alcatel-Lucent Premium DeskPhones (8068 Premium) sets by using the Alcatel-Lucent New Office Environment (NOE) protocol,

It offers an unprecedented level of comfort at the desk with high-quality wideband audio capacity and always-on availability. Its capacitive touch screen integrated into its award-winning design brings intuitive ergonomics and enhanced effective usage compared to a more standard business phone.

2.3.2 Screen ergonomics

The LCD screen is a touch sensitive screen.
Touch any button to activate a feature (or display the corresponding window).
At the base of the screen are touch sensitive buttons with LED symbols for direct access to features.
The LEDS are lit for each active feature displayed, regardless of the status (idle, busy) of the set.
Touching a LED activates/deactivates the corresponding feature.

Phone set characteristics

	Alcatel-Lucent OpenTouch™ Connection for 8082
Dimensions (LxWxH)	252 mm x 167 mm x 204 mm
Wall mounted (mm)	N/A
Weight Phone including handset (g)	1411 gr (3.11 lbs.)
Display	Seven-inch screen graphical Thin Film Transistor- Liquid Crystal Display (TFT-LCD) color touch-screen display
Resolution	800 x 480 (WVGA)

	Alcatel-Lucent OpenTouch™ Connection for 8082
Screen	Capacitive touch-screen
Backlight	Yes
KEYS	9 sensitive Keys
Programmable keys	Up to 70 softkeys 2 soft personal keys/lighted
Validation (OK) and exit keys	Yes (soft)
Message key + LED	Yes
Redial	Yes (soft)
Alarm LED	Yes
Hands free key with LED	Yes
Settings key	Yes
Hands-free mode	Yes
External loudspeaker	Yes
Mute/Volume keys	Yes
Handset	Comfort or Bluetooth
Headset plug 3.5 mm	Yes
Alphabetic keyboard	Yes (soft)
Characters supported for dial-by-name and entry of programmable key labels	Latin
Phone stand	Adjustable (from 25° to 60°) Must not be used under 25° for correct usage of Bluetooth handset
Additional key modules	No
Smart display module	No
Additional PC connectivity	Yes
External power supply	Yes

	Alcatel-Lucent OpenTouch™ Connection for 8082
adapter	
IEEE 802.3 at full compliance	Yes
Class of consumption	Class 3

The 8082 My IC Phone set supports 802.3AF power over Ethernet (PoE) (Class 3), and the maximum power in use is less than 8.2 W. An open connectivity supports easy expansion with a 10/100/1000 Ethernet switch for LAN and PC connectivity, an embedded Bluetooth chipset, a 3.5 mm headset port, as well as connectors for handset.

To reduce and simplify the wiring requirements, the 8082 My IC Phone is powered via Ethernet, using PoE (Power over Ethernet) technology. It also allows the system to be secured more easily. In some customer deployment the power adapter can be directly used.

Two references exist in the catalog, one delivers the phone with a Bluetooth handset, the other reference delivers the phone with a Comfort handset.

2.3.3 Navigation

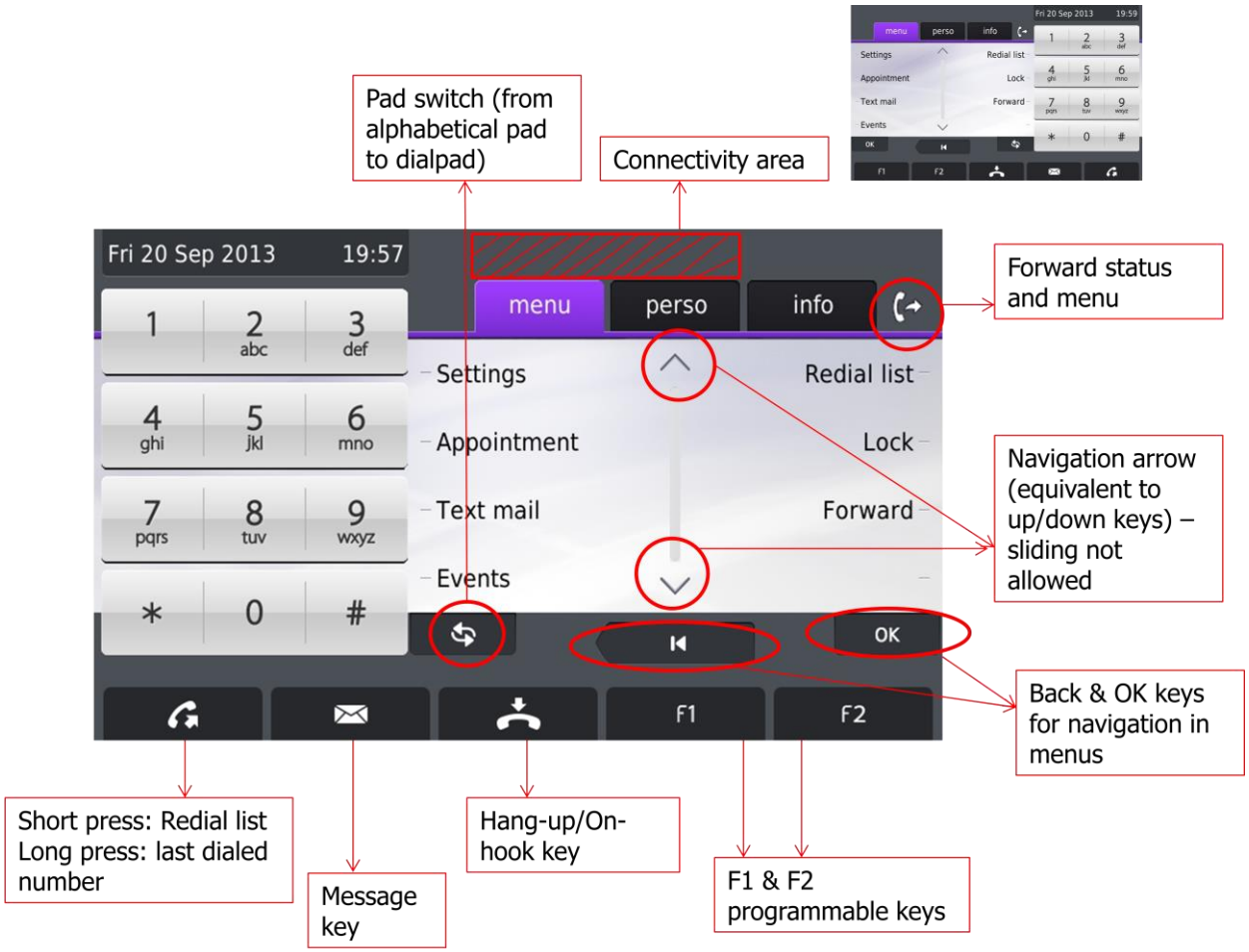
The quick access pad is a set of touch-sensitive keys with LED symbols for direct access to phone features. The LEDS are lit for each active feature displayed, regardless of the status (idle, busy) of the phone. Touching an LED activates/deactivates the corresponding feature.

The table below indicates the default meaning of LEDs.

	Mute
	Volume -
	Volume +
	Answer call in handsfree or switch from handsfree/ headset/ external audio equipment
	Call forwarding menu
	Access to the “Messages” menu of the phone

	Keyboard access (dial by name or input text functions)
	Device settings (keyboard language, dialpad position, screensaver tempo and backlight level)
	Home (return to idle mode)

The screen:



2.4 SIP deskphones

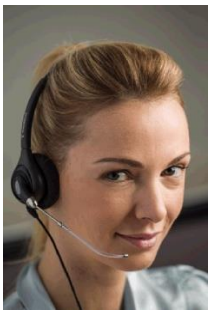
2.4.1 8002/8012 Deskphones

Alcatel-Lucent 8002 and 8012 Deskphones can operate in SIP standalone mode to communicate via the SIP interface of the Alcatel-Lucent OmniPCX Enterprise Communication Server. Following their registration to the Alcatel-Lucent OmniPCX Enterprise Communication Server, they operate as integrated SIP sets and benefit from a large range of business telephony features, so far reserved for internal Alcatel-Lucent proprietary devices.

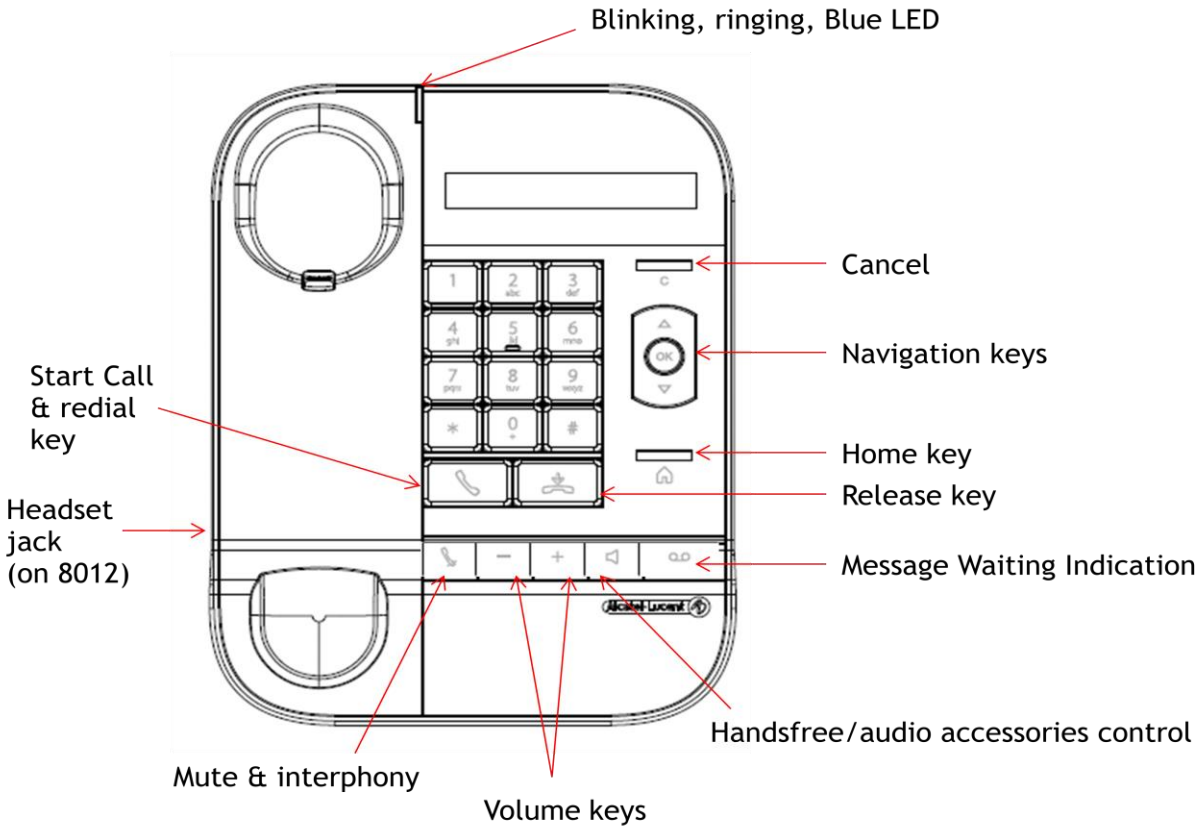
BENEFITS

- Meet eco-friendly and low energy consumption standards
- Easy access to audio controls (mute, volume +/-, handsfree, headset)
- Simple navigation through up/down/ok keys
- Message Waiting Indication: Voice mail access and missed calls access are guaranteed from the phone set (dedicated key and LED indicator)
- Three-party conferences are locally handled by sets
- Server redundancy is supported by sets (Communication Server duplication, Passive Communication Server)

You can immediately access all of their powerful features and services with:



- A character-based display
- Two-way navigation menu buttons
- Display languages include Latin and Cyrillic characters
- Giga Ethernet PC connectivity on 8012
- Jack connector for headset plug, easy and comfort to handle efficient business communications



Phone sets characteristics

Dimensions (WxLxH) Phone only: 161 x 196 x 190 mm (6.33 x 7.71 x 7.48 in.) **Weight** Phone only : 810 gr (1.78lb) **Other features** Hands-free mode External loudspeaker Handset: Corded Comfort Headset plug 3.5 mm (8012 only) Additional GE PC connectivity (8012 only) Energy Efficient Ethernet : 802.3 AZ support (8012 only) **Settings** Contrast Ringing mode : normal/silent/progressive/beep Ringing melody (8 options)	**Display** Resolution: 20 characters Size (mm): 75*12 black & white **Keys** Navigator: 2 directions Home/OK/cancel keys Message key + LED Hands free/Headset/Handset key with LED Mute/Volume keys **Languages** 22 languages supported **Accessories** External power supply adapter Headset (catalog availability)

Applicative and Telephony Services

Make / Receive call Local auto answer (interphony)	Local call log / Call from call log (missed, incoming,

Call transfer Local Call forwarding Local CLIR Reject Call Call Hold/ resume 3 party conferences	outgoing) up to 50 entries in each Redial DTMF Voice Mail Access / Message Waiting Indication (voice mail & missed calls) Local directory (add/edit/delete – up to 10 entries)

2.4.2 4008/4018 SIP Phones

Alcatel-Lucent IP Touch 4008/4018 phone Extended Edition sets can operate in SIP standalone mode to communicate via the SIP interface of the Alcatel-Lucent OmniPCX Enterprise Communication Server. Following their registration to the Alcatel-Lucent OmniPCX Enterprise Communication Server, they operate as integrated SIP sets and benefit from a large range of business telephony features, so far reserved for internal Alcatel-Lucent proprietary devices.

In SIP survivability mode, the Alcatel-Lucent IP Touch 4008/4018 phone Extended Edition sets can also operate in a standard SIP environment when registered to the remote SIP proxy server of an operator. They have a limited set of telephone features (compared to those available with the Alcatel-Lucent OmniPCX Enterprise Communication Server).

- SIP mode is activated directly on the Alcatel-Lucent phone set or via the lanpbx configuration file (TFTP/HTTP server)
- Easy return to the Alcatel-Lucent proprietary mode is possible at any time
- Voice mail access is guaranteed from the phone set (dedicated key and LED indicator)
- Dedicated fixed keys are still available (access to lines 1/2, forwarding activation/deactivation)
- Programmable keys are automatically associated to a specific telephony service (Speed dialing)
- Three-party conferences are locally handled by sets
- Server redundancy is supported by sets (Communication Server duplication, Passive Communication Server)

A set of paper label is proposed for a quick and easy identification of associated keys.

2.5 Headsets

2.5.1 Corded headsets

All phones except the Alcatel-Lucent IP Touch 4008 and IP Touch 4018 and the Alcatel-Lucent 4019 Digital Phone are equipped with a 3.5-mm headset plug.

The headset plug allows users to connect to:

	Monaural headsets, which are intended for office users and can be mounted either as an ear hook or headband.
	Binaural headsets, which are intended for active users who want a secure, fixed headset while communicating on the move or in noisy, telephone-intensive environments such as warehouses or shop floors.

2.5.2 Cordless headsets

Alcatel-Lucent IP Touch 4068, Alcatel-Lucent OmniTouch™ 8082 My IC Phone and Alcatel-Lucent 8068/ 8068BT Premium Deskphone embed a Bluetooth module which allows Bluetooth headset connection to the phone.

	The Voyager Legend Bluetooth headset provides professional grade audio, smart call management and offers multi-point technology for pairing simultaneously a desktop phone and a mobile phone.

2.6 Audio & Conference devices

2.6.1 OmniTouch™ 4135 SIP Conference Phone

The Alcatel-Lucent OmniTouch™ 4135 SIP Conference Phone is a high-quality, easy-to-use audio conferencing module. SIP-based, it offers four simultaneous connections to create a five-way call for more efficient conferences. Calls can be recorded (on an SD memory card) and stored.

The conference guide enables calls to pre-programmed groups. With expansion microphones, the OmniTouch 4135 SIP Conference Phone is the business phone of choice for large conferences.

- Up to four user profiles can be saved with settings and contact details
- Call recording function on the SD memory card enables meetings and file notes to be saved and transferred to a computer

- A conference guide enables group calls – All participants in a group can be contacted at the same time with one button access. Up to 20 groups can be stored per profile.
- It contains an LDAP client with direct access to the directory via a dedicated key
- It is easy to configure with the Web interface – Settings can be imported and exported to other OmniTouch 4135 IP Conference Phones.
- Expansion for large rooms – A combination of the unit's omnidirectional microphone with directional microphones increases voice pickup by two (from 30 m2 (320 ft2) to 60 m2 (620ft2)).

Technical Specification

Physical characteristics

- Diameter: 240 mm, height: 77 mm, weight: 1 kg (2.2 lb.) color: Licorice (black)

Display

- LCD, 128x64 pixels (5 in. x 2.5 in.)

Keypad

- Keypad: alphanumeric 0–9, *,on, off, mute, hold, volume up, volume down
- Five buttons for menu navigation, contacts (line), and conference guide

Audio characteristics

- OmniSound®* 2.0 wideband technology
- Microphone
  - Omnidirectional
  - Reception area: Up to 30 m2 (320 ft2) for more than 10 people in a room
- Speakers
  - Frequency range: 200 Hz to 7000 Hz
  - Volume: Max 90 dB SPL 0.5 m
  - Equalizer: Soft, neutral, sharp
- Codecs
  - G722, G711 (A-law and Mu-law), G729ab
- DTMF
  - In Band, via RTP, SIP info

Directory

- Local Phone Book, up to 1000 entries per profile
- LDAP client

Interoperability

- SIP 2.0, RFC 3261 and companion RFCs

Recording

- Support for SD memory cards up to 2 GB

Power

- Power over Ethernet (IEEE 802.3af) Class 3
- Transformer: 100 V AC to 240 V AC/13.5 V DC

Connections

- Ethernet: RJ-45, Expansion microphones (1 pair)

Network and provisioning

- DHCP and static IP
- NTP and SNTP
- Ethernet: 10/100Base-T
- QoS support: IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS and DSCP
- Software upgrade: HTTP/HTTPS
- Web-based remote configuration, Web-based diagnostics
- Provisioning: HTTP/HTTPS

Security

- Authentication: Basic or digest
- Transport: TLS and SRTP
- Anti-theft protection: Kensington®security slot

Languages

- Multi-language support (menu): Danish, Dutch, English, Finnish, French, German, Greek, Italian, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Turkish

2.6.2 81x5 Audioffice

The Alcatel-Lucent 8115 Audioffice and the Alcatel-Lucent 8125 Audioffice are next-generation conference modules that add premium quality sound and easy-to-use audio conferencing capabilities to Alcatel-Lucent Deskphones and Softphones.

Audioffice is a versatile smart object with a simple, uncluttered design and outstanding audio performance that can greatly improve any conferencing situation. With six broadband speakers, four digital microphones, a passive radiator for bass boost and immersive spatial sound, Audioffice will foster more dynamic, nuanced and productive conversations between Alcatel-Lucent end-points for business communications.

The Alcatel-Lucent 8115 Audioffice features a 3.5 mm input/output jack to connect to Alcatel-Lucent Deskphones, and a USB port to connect to Personal Computers.

The Alcatel-Lucent 8125 Audioffice features a 3.5 mm input/output jack to connect to Alcatel-Lucent Deskphones, a USB port to connect to Personal Computers, Bluetooth connectivity for Bluetooth enabled deskphones, smartphone and tablet and a universal docking solution for smartphones and tablets.

Alcatel-Lucent 8115 Audioffice

Alcatel-Lucent 8125 Audioffice

Technical Specification

Physical characteristics

- Module: 29 cm x 11.5 cm x 5.25 cm (11.4 in x 4.5 in x 2 in)
- Optional USB handset 17.8 cm x 5.1 cm x 3.2 cm (6.7 in x 2 in x 1.3 in)
- Weight: 2.36 kg (5.2 lb.)
- Color: black

Keys

- On/off button
- Volume with long push for Bluetooth pairing (8125 model only)
- Glass Touch to Mute

Audio characteristics

- In Vivo Acoustic technology:
  - 6 broadband speakers
  - 4 digital microphones
  - 1 passive radiator for bass boost
  - Immersive spatial sound
- Acoustic Power : 72 W
  - Bandwidth: 100 Hz - 7500 Hz

- Automatic gain control
- Acoustic echo cancellation
- Noise cancellation
- 3D sound spatialization
- Stereo with spatialization

Interoperability

- Alcatel-Lucent 8115 and 8125 Audioffice 3.5 mm input/output audio jack:
  - Alcatel-Lucent 8012 Deskphone,
  - Alcatel-Lucent Premium DeskPhones 8028/29, 8038/39, 8068/8068BT
  - Alcatel-Lucent OmniTouch 8082 MyIC Phone
- Alcatel-Lucent 8115 and 8125 Audioffice USB:
  - Type B - slave - for Personal Computer
- Alcatel-Lucent 8125 Audioffice Bluetooth:
  - Alcatel-Lucent Premium DeskPhones : 8068/8068BT
  - Alcatel-Lucent OmniTouch 8082 MyIC Phone
  - Android™ smartphones and tablets
  - Apple® iPod touch™ 3rd and 4th generation
  - Apple® iPad™, iPad 2 and iPad air and iPad mini
  - Apple® iPhone™ 5C/5S, iPhone 5, iPhone 4S, iPhone 4 and iPhone 3GS

Power

- Transformer: 100V - 240V/ 12V - 3A AC adapter

Connections

- Alcatel-Lucent 8115 Audioffice
  - 3.5 mm input/output audio jack
  - 3 USB ports: 2 Type A USB, 1 Type B - slave
- Alcatel-Lucent 8125 Audioffice
  - 3.5mm input/output audio jack
  - 3 USB ports: 2 Type A USB, 1 Type B – slave
  - Bluetooth
  - 30 pin, Lightning and micro-USB cables for docking connectivity and Universal Dock Adapter

3 On-site mobile DECT and WLAN handsets

3.1 OmniMobility WLAN

3.1.1 WLAN Offer

In many business environments, mobility is an ever increasing priority, but the ways in which end-users communicate evolve constantly. Within company premises, end-users get accustomed to comfortable and efficient methods to ensure voice and data communication exchanges. Away from the desks, but still at work, they are entitled to expect the same facilities and services.

Alcatel-Lucent, the leader in wireless voice solutions for the workplace, offers the industry's most advanced Voice over IP (VoIP) service for Wireless LAN (WLAN) networks, namely VoWLAN (Voice over Wireless LAN) or VoIP on WLAN.

To meet corporate user mobility requirements in company premises, Alcatel-Lucent provides a range of VoWLAN solutions for businesses in search of a scalable, secure WLAN network to deliver high performance user access, supporting location tracking applications.

Based on global standards for WLANs, Alcatel-Lucent VoWLAN solutions simplify network infrastructure by allowing converged voice and data traffic over a common wireless broadband (802.11a/b/g/n) network.

3.1.2 VoWLAN handsets

Alcatel-Lucent offers the industry's most versatile and complete wireless solution for the workplace. Mobile IP Touch Wireless Telephones are designed for a broad range of enterprise applications, from general office to industrial use.

The Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets provide:

- Time saving benefits for voice and data applications
- Alcatel-Lucent proprietary protocol phone services such as caller name display for phone book members
- Excellent voice quality throughout the workplace
- Improvements for mobility, responsiveness, and productivity

The lightweight OmniTouch 8118/8128 WLAN Handsets are extremely simple to use, require minimal training, and are durable enough to withstand the rigors of workplace use. The rugged design has no moving parts or external antenna. A complete set of accessories is available including headsets, chargers, and carrying cases. OmniTouch 8118/8128 WLAN Handset offer more than just telephone communication.

A push-to-talk functionality is available with the Alcatel-Lucent OmniTouch 8128 WLAN Handset to broadcast communication between employees, eliminating the need for two-way radios or walkie-talkies. By putting Wireless to Work, Alcatel-Lucent has helped many commercial enterprises to improve productivity, responsiveness, and customer service.

Alcatel-Lucent's enterprise telephony integration capabilities, standards-based wireless architecture, excellent voice quality, and portfolio of handsets make Mobile IP Touch wireless telephones the right choice for wireless LAN telephony.

The Alcatel-Lucent OmniPCX Enterprise Communication Server R10.0 supports configurations without any additional servers for WLAN handsets in an Alcatel-Lucent WLAN infrastructure. The Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets support:

- 802.11e Wi-Fi Multi Media (WMM)
- Enhanced Distributed Channel Access (EDCA)
- WMM Power Save (U-APSD)

Security

Wi-Fi sets are able to support the WPA2 security mechanism. This protocol is based on the final IEEE 802.11i amendment of the 802.11 standard.

WPA2, like WPA, has two operational modes: Enterprise and Personal.

Enterprise mode uses:

- PEAP-MSCHAPv2
- EAP-TLS
- EAP-FAST

Personal mode:

- Based on a PreShared Key model, WPA2, like WPA, creates a new session key at every association.

The encryption keys used for each client are unique on the network and specific to each client. Ultimately, every client sends packets over the air, encrypted with a unique key. WPA2 is more robust than WPA. WPA2 uses the AES encryption algorithm instead of RC4 Security (used by the first version of WPA).

Rogue AP detection is performed by the WLAN controller.

Site requirements

The existing WLAN infrastructure must be studied for compatibility with the Wi-Fi telephony. This includes the following tasks:

- All WLAN products must be part of a certified list for compliancy.
- Refer to the "Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets on Specific WLAN Infrastructures" available on the Business Portal.
- The topology has to be studied in order to ensure enough bandwidth for voice communication.
- The IP scheme used (L2 and L3) needs to be analyzed to fit the architecture.

To ensure correct RF coverage for providing seamless handovers, a Voice site survey is mandatory.

3.1.2.1 Alcatel-Lucent IP Touch WLAN Handsets

The Alcatel-Lucent converged voice and data mobility offer is a future-proof, secure and optimized solution. It is based on the Alcatel-Lucent OmniAccess WLAN Wireless data portfolio (switches, access

points, etc.) plus the feature-rich voice over WLAN product line of OmniTouch 8118/8128 WLAN Handset.

IP Touch WLAN telephone sets allow enterprises to take advantage of the cost savings and simplified management of a converged voice and data infrastructure to significantly improve employee mobility, responsiveness, and productivity.

The Alcatel-Lucent WLAN telephony offers the following products:

The Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets are fully integrated with the Alcatel-Lucent OmniPCX Enterprise Communication Server as they support the Alcatel-Lucent IP Touch protocol and offer the entire OmniPCX Enterprise set of communication services available during conversations or from the idle state. These services are easily activated by the user in order to improve communication capabilities in business environments.

The Alcatel-Lucent OmniTouch 8118 WLAN Handset is designed for office collaboration and the Alcatel-Lucent OmniTouch 8128 WLAN Handset is designed for industrial and intensive usage.

The following table presents the physical features of the Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets.

Mechanical characteristics	Alcatel-Lucent OmniTouch 8118 WLAN Handset	Alcatel-Lucent OmniTouch 8128 WLAN Handset
Color front panel/bezel/keys	Black/Silver/Silver	Black/Black/Black
Dimensions (hxwxl)	134x53x26 mm 5,27x2,08x1,02 in	
Weight	136g 4,8oz	
Display type	B/W graphical	Color graphical

Display size (pixels)	112x115	176x220
Display backlight	Yes	
Keypad backlight	No	Yes
Hands free capability	No	Yes
Headset connector	Yes	
Additional information		
Belt clip (standard) Yes	Yes	
Belt clip (swivel)	Accessory	
Security chain hole	Yes	
Talk time hours	Up to 15	
Standby time	Up to 100 hours	
Charging time	2,5 hours	
Operating Temp.	-5 +45°C, +23 +113°F	
Operating humidity	10 to 95% non-condensing	

3.1.2.2 Key Features and Capabilities

Alcatel-Lucent has enhanced its line of professional VoWLAN handsets supported by the OmniPCX Enterprise.

The Alcatel-Lucent VoWLAN handsets offer:

- Access to the same level of Alcatel-Lucent Enterprise telephone features as provided by DECT handsets
- Access to the push-to-talk service (Alcatel-Lucent OmniTouch 8128 WLAN Handset only)
- Integrated speakerphone for hands-free and wireless conference applications (group listening) Alcatel-Lucent OmniTouch 8128 WLAN Handset only.
- Interchangeable battery units to support the most demanding enterprise usage requirements
- Enhanced durability for shock and vibration and the IP 44 IEC60529 standard for liquid and dust resistance
- Compatibility with enterprise-grade VoWLAN networks with interoperability and performance guaranteed
- Voice quality using standard Wireless Multimedia mechanism (WMM)
    - Compliant with the Alcatel-Lucent VoWLAN infrastructure
    - Depending on the VoWLAN infrastructure support
- Secure, private conversations using VoWLAN protected access (WPA/WPA2)

OmniTouch WLAN handset features are fully integrated in the Alcatel-Lucent OmniPCX Enterprise Communication Server and offer a set of communication services. Available during conversations or

from the idle state, these services are easily activated to improve the communication capabilities in business environments.

Note: The OmniTouch WLAN handset cannot be:

- An agent set
- An attendant set
- The WLAN handset cannot manage an application access through graphical display, or an access to the Free desktop application.

The Alcatel-Lucent OmniTouch WLAN Handsets use the Alcatel-Lucent New Office Environment (NOE) protocol, and so are fully compatible with the OmniPCX Enterprise and access services transparently. The main feature difference between desktop IP Touch and OmniTouch WLAN handsets are the following:

During a communication, menus on Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets, can be used to activate the following functions:

- Consultation/Enquiry
- Broker call/Three-party conference
- Transfer
- Activation of one programmable key
- Callback request

In Idle mode (no engaged call), menus on Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets can be selected to manage:

- Call forwarding
- Last caller callback
- Last number redial
- Call pickup
- Waiting call consultation
- Call Park/Retrieve
- Do not disturb
- Wake up/Appointment reminders
- Room status management
- Suite Wake up
- Password modification
- Meet me conference call organization
- Hunting group participation
- Voice mail consultation
- Business account code management
- Associated Set modification

The following telephony features are available on Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets:

- Call transfer
- Caller number/name display
- Call-back
- Conferencing

- Mute
- Hang up
- Answer
- Waiting
- DTMF number sent
- Volume control
- Directory access
- Short-dialing keys
- Possibility to go in/out a group line.

3.1.2.3 General View

The Alcatel-Lucent IP Touch WLAN handsets provide an efficient and comfortable user interface.

The physical design of the Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets are similar except for the Alcatel-Lucent OmniTouch 8128 WLAN Handset which has a color screen and an additional button dedicated to the push-to-talk service.

3.1.2.4 Software Characteristics

Software aspects	
Radio frequency (selectable)	IEEE 802.11a: 5.150 - 5.825 GHz IEEE 802.11b/g: 2.4 - 2.4835 GHz
Transmission type	802.11a/g: Orthogonal Frequency - Division Multiplexing (OFDM) 802.11b: Direct Sequence Spread Spectrum (DSSS)
Transmit data rates	802.11b network: 11, 5.5, 2, 1 Mb/s, auto rate selection 802.11a/g: up to 54 Mb/s

Transmit power	Up to 100 mW, less than 1 mW on average
Wireless QoS	Wi-Fi Multimedia (WMM) U-APSD Tspec
VoIP protocol	New Office Environment (NOE)
Voice encoding	G.711, G.729a/ab
Wireless security	WEP, WPA/PSK, WPA2/PSK

3.1.2.5 Accessories and Options

Charging Units

The charging unit provides direct charging to handsets whether they are on or off. Available chargers are described below.

Single Charger

One slot for the handset. No LED indicator , the handset displays the battery status

Basic charger delivered in commercial offer

Power supply independent from charger

Battery Charger

Charges up to six batteries for Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets

Rack Charger

The Rack charger can be used to charge up to six Alcatel-Lucent OmniTouch 8118/8128 WLAN Handsets simultaneously

Both models can use the same charger

This device is similar to a desktop charger but has an USB port instead of a DC power connector. The configuration cradle only maintains power feeding during OT81x8 configuration but does not intend to replace a desktop charger for battery loading.

WIN PDM software runs on a PC connected to a configuration cradle and allows an easy configuration of OmniTouch 8118/8128 WLAN Handset .

Note: At least one cradle tool is required for OT81x8 configuration.

Handset Accessories

Lanyard

Belt clip

Supplementary battery

Swivel clip

WIN PDM Administration Tool

Windows® Portable Device Manager (WIN PDM) is a software utility installed on a PC to facilitate administration tasks for mobile devices. Connectivity is provided by a special cradle equipped with a USB connector.

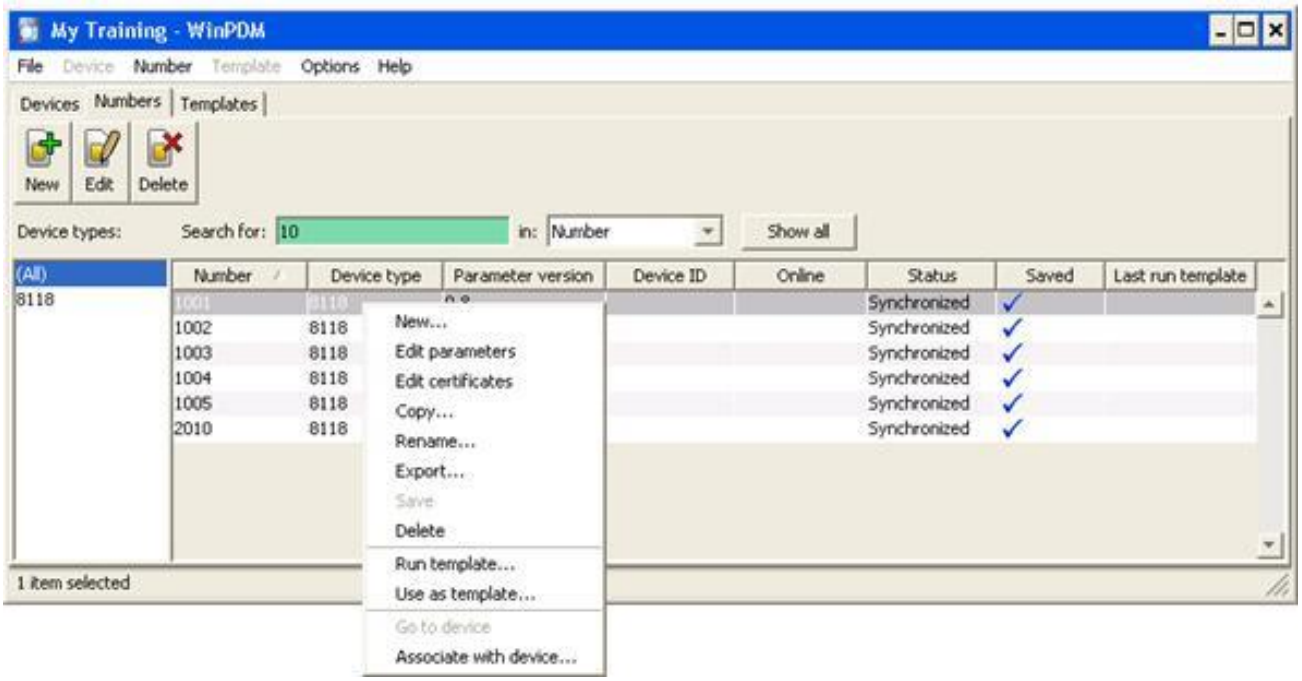
Although some parameters can be configured directly on the handset, the cradle provides a time saving method for configuring network parameters effectively and uniformly.

It is designed as a time-saving device for rapid administration and configuration of a number of handsets (firmware upgrades and configuration downloads).

Using WINPDM and Templates for all tasks will reduce the risk for errors and make the deployment faster. Storing all handsets parameter files in the databases creates a status record of handsets belonging to the same installation

Operations include:

- Software upgrades
- Setting the device to the number designated in the OmniPCX Enterprise numbering plan
- Profile allocation
- Device replacement (Applying the existing profile to a replacement device)



NOE Parameters

The NOE protocol cannot be set from the WIN PDM. Assigning a phone number to the device is done by registering the handset in the PBX in the normal fashion. When OmniTouch 8118/8128 WLAN handsets are configured in static mode, TFTP parameters must be configured via WinPDM.

PC Requirements

The Pc requirements include:

- Windows® 7 or higher
- Sun Java Runtime Environment (JRE) version 6 or higher
- USB port (for connection to portable). USB 1.1 required, USB 2.0 supported
- Acrobat Reader 4.0 or higher

3.2 OmniMobility DECT

3.2.1 DECT Offer

To meet corporate user mobility requirements in company premises, the Alcatel-Lucent OmniPCX Enterprise Communication Server offers a wireless telephone service based on the international DECT (Digital Enhanced Cordless Telecommunications) standard.

The DECT standard is a cellular technology that uses the 1880/1900 MHz frequency band. DECT is available:

- In all European countries
- In a large number of Asian and African countries. The 1900/1930 MHz bandwidth is used for Thailand and Latin American.

The DECT standard is designed to provide mobility services in environments with high user density such as large buildings or campuses: 10 000 Erlangs/Km sq. (GSM 200 Erlangs/Km sq., DCS 500 Erlangs/Km sq.).

This standard is based on a digital technology providing high quality communication, with Roaming and Handover (Handoff) capabilities.

CDCS (continuous dynamic channel selection) is a unique feature that ensures that every mobile phone operates on the best available radio channel. In addition, no frequency planning is required when adding a radio base station. All base stations can transmit on any channel.

The Alcatel-Lucent OmniPCX Enterprise Communication Server integrates mobility components based on the DECT technology, offering ergonomics, security, and user-friendly management.

3.2.2 DECT handsets

3.2.2.1 Alcatel-Lucent DECT handsets

This product line, fully compatible with existing indoor and outdoor Alcatel-Lucent base stations, is based on three products:

8232 Dect Handset

500 Dect Handset

8242 Dect Handset

The Alcatel-Lucent 8232/8242 DECT Handsets are designed to suit the voice requirements of employees who are away from their office. They offer access to the same added value voice services as Alcatel-Lucent fixed desk digital phones. They are equipped with a color display and can be dedicated to the intensive mobility needs of most companies today.

Designed as a high-end business terminal with capabilities such as a large color screen for crystal clear readability and HD Audio-Ready technology for superior audibility, the 8242 DECT handset also provides notification, and location capabilities, as well as a one-button alarm function to address verticals such as hospitality, healthcare or any other on-demand environment

Alcatel-Lucent Mobile DECT 500 is mainly designed for isolated workers in harder physical conditions or explosive environments.

The products benefit from an improved usability through functions like backlight display and a vibrate mode.

For more information see General view and Characteristics

3.2.2.2 Key features and capabilities

Alcatel-Lucent has enhanced its line of professional DECT handsets supported by the OmniPCX Enterprise.

The Alcatel-Lucent 8232 DECT handsets offer:

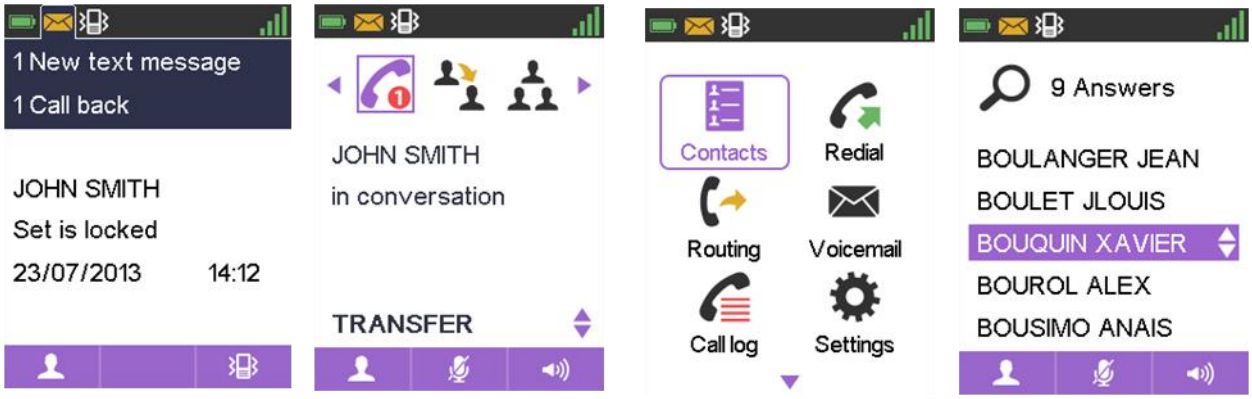
- Access to the Alcatel-Lucent Enterprise telephone features
- An ergonomic interface featuring graphic LCD screen with easy-to-view icons and easy-to-read text.
    - The user can navigate between various interactive display menus

    - A navigation key helps the user to scroll through features and to easily manage multiple calls

- Enhanced usability through functions like:
    - Improved look and feel and ergonomics
    - Integrated antenna
    - Backlight display
    - Quality of audio reception
    - Vibrate mode
    - Great autonomy (Li-Ion technology)
    - Belt clip availability

The Alcatel-Lucent 8242 DECT handsets offer:

- Access to the Alcatel-Lucent Enterprise telephone features
- An ergonomic interface featuring a large 2,4" graphic LCD screen with easy-to-view icons and easy-to-read text.



- Enhanced usability through functions like:
    - Improved look and feel and ergonomics
    - Backlight display

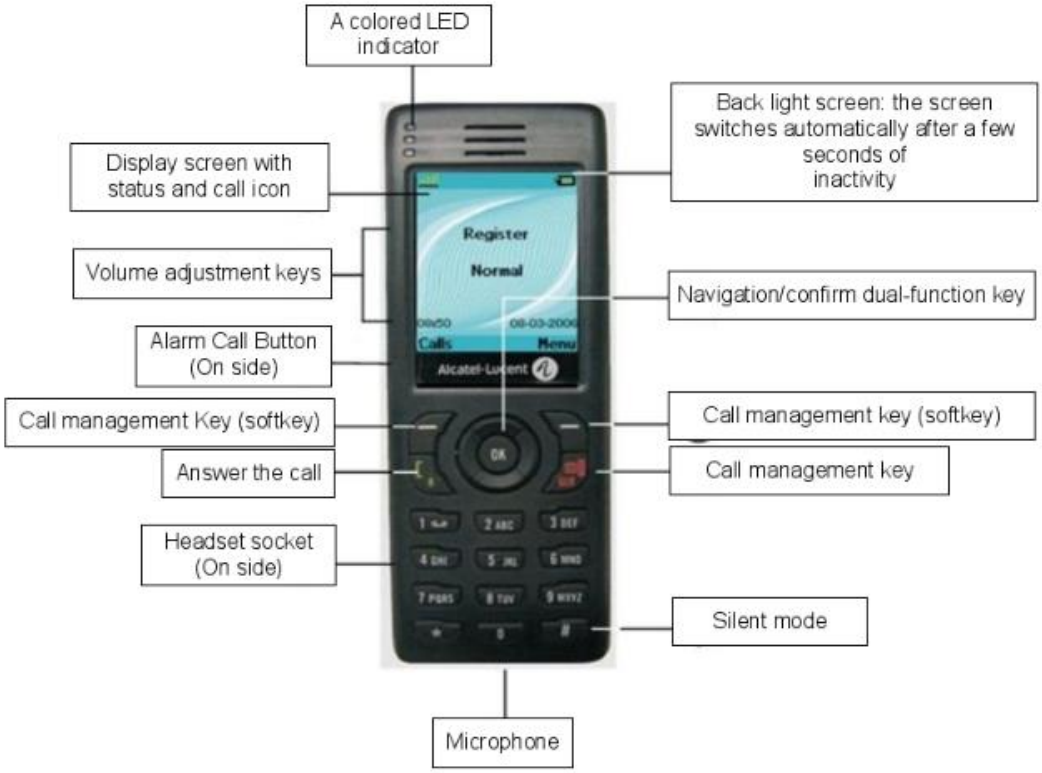
- Quality of audio reception
- Vibrate mode
- Great autonomy (Li-Ion technology)
- Bluetooth Connection
- Programmable keys
- Embedded Alarm Applications for Notification and Location Services
- Alarm button for Emergency Call

3.2.2.3 General view

The Alcatel-Lucent DECT handsets provide an efficient and comfortable user interface.
General view of the 8232 DECT handset:

General view of the 8242 DECT handset:

General view of the Mobile 500 DECT handset:



GAP+ services with the Mobile 500 DECT handset:

The Mobile DECT 500 is added to the range of DECT sets to be used in hazardous or isolated environments. It is produced to resist outdoor conditions and is equipped with a double antennae, to improve audio quality and transmission. It and has additional features to allow isolated workers to be located with a specific alarm server.

It is designed to comply with the following standards:

- ETS 300 019 1.1, Storage, Class 1.2: Weather protected, Not temperature controlled locations
- ETS 300 019 1.2, Transportation, *Class 2.3: Public transportation*
- ETS 300 019 1.3, In Use, Class 7.2: Portable use, Partly Temperature controlled locations
- IP 54 standard (water and dust resistant)
- Explosion-proof
    - ATEX EN 60079-0 and EN 60079-11
    - IECEx IEC 6079-0 and IEC 60079-11
    - GAS Explosion Protection: II 2G EEx ib IIC T4
- 50mW support
    - The 50mW mode is required for hazardous sites (such as nuclear plants) where it is requested that emissions shall not be over a maximum value of 50mW peak. This limited DECT emission requires relevant DECT coverage.
    - The 50mW mode is selected at DECT registration (by default: normal mode) after which the selected mode is permanent

The Mobile DECT 500 screen display contains icons to indicate status. These include in the upper icon line:

- Radio signal strength
- Bluetooth connection
- Keypad lock
- Alarm activation
- Missed calls
- Ringer activation

- Battery status
- Call filter

3.2.2.4 Characteristics

	Alcatel-Lucent 8232 DECT Handset	Alcatel-Lucent 8242 DECT Handset	Mobile DECT 500
Physical aspects			
Dimensions (mm)	132 x 52 x 23	142 x 52 x 23	126 x 46 x 22
Dimensions (inch)	5,19 x 2,00 x 0,90	5,59 x 2,00 x 0,90	4.96 x 1.79 x 0.87
Weight (g)	110	135	120
Weight (oz.)	3,88	7,76	4.23
Volume (cm^3)	-	-	-
Graphic display (pixels)	Color 1,44" TFT 128 x 128 pixels	Color 2,4" TFT 320 x 240 pixels	Color 128 x 160
Loudspeaker	Yes	Yes	Yes
Multiline management	Yes	Yes	Yes
Dial-by-name	Yes	Yes	Yes (Only local directory)
Headset connection	Yes	Yes wired headset Yes Bluetooth headset	Yes Bluetooth module
Backlight display	Yes	Yes	Yes
Backlight keypad	Yes	Yes	Yes
Vibration setting	Yes	Yes	Yes
Color	Black	Black	Black
Explosion proof	No	No	Yes
Belt clip (removable)	Belt and swivel types	Belt and swivel types	Belt and swivel types
Batteries			
Battery pack	Lithium Ion	Lithium Ion	Lithium Ion
Talk/Standby times (h)	Up to 20/200 (h)	Up to 17/160 (h)	10/100
Charging times			
Spare battery (min) Handset battery (min)	< 6 hours < 3 hours	< 6 hours < 3 hours	< 6 hours
Chargers:			

Corded	Yes	Yes	Yes
Basic desktop	Yes	Yes	Induction
Dual desktop	Yes	Yes	-
Multiple desktop	-	-	Induction - For up to 6 sets
Voice desktop	-	_	-
Protective cases (accessories):			
Charger bracket	Yes	Yes	-
Pouch	Yes	Yes	Vertical and Horizontal styles
Software aspects			
GAP protocol	Yes	Yes	Yes
GAP+ services (with TDM infrastructure)	-	-	. Call By Name . Mini-messages . Message Waiting Indication
A-GAP protocol	Yes	Yes	-
Download connection	-	Yes USB	Yes USB-
Memory	-	SD card	Memory card (5X)
Supported languages		English, Spanish, German, French, Italian, Dutch, Portuguese, Danish, Swedish, Turkish, Greek and Russian	

3.2.2.5 Accessories and options

Charging units

The charging unit provides direct charging to handsets whether they are on or off. Available chargers are described below.

Basic desktop charger for Alcatel-Lucent 8232 & 8242 DECT handset

- Desktop charger with USB cable
- One slot for the handset. No LED indicator, the handset displays the battery status
- Power supply independent from charger
- Basic charger delivered in commercial offer

Dual desktop charger for Alcatel-Lucent 8232 & 8242 DECT

handset

- Desktop charger with USB cable
- One slot for the handset.
- One slot for the spare battery LED indicator for the battery status
- Power supply independent from charger
- Dual charger delivered in commercial offer

Dual desktop charger for Mobile DECT 500

- The charger is an induction charger with no external electrical contacts with the phone.
- The desktop charger includes an opening for charging an optional second battery.

Rack charger for Mobile DECT 500

- The charger is an induction charger for up to 6 phones and 6 batteries.

Headset

The Alcatel-Lucent 8232 & 8242 DECT Handsets offer a standard wiring headset connection. When a headset is connected to this handset, the microphone and speaker are automatically switched off.

The Mobile DECT 500 can be equipped for a wireless earphone. The Bluetooth® module includes:

- Earpiece
- The Bluetooth® transmission card

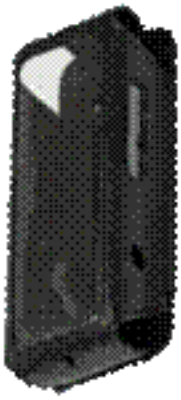
Pouches

The use of a pouch improves the durability of Alcatel-Lucent 8232 & 8242 DECT Handsets in severe environments, especially against dust, spraying water and shock

The pouches protect the Mobile DECT 500 in severe environments, but also define the "Normal" orientation of the set

Horizontal pouch

Vertical pouch



3.2.2.6 Mobile DECT 500

Alcatel-Lucent can provide a protection system for the isolated worker by using the Mobile DECT 500 handset and the third application partner product: NEWVOICE Notification server (named MobiCall).

The Mobile DECT 500 handset and MobiCall application provide the type of service assurance required for personnel in out-of-the-way or solitary work environments.

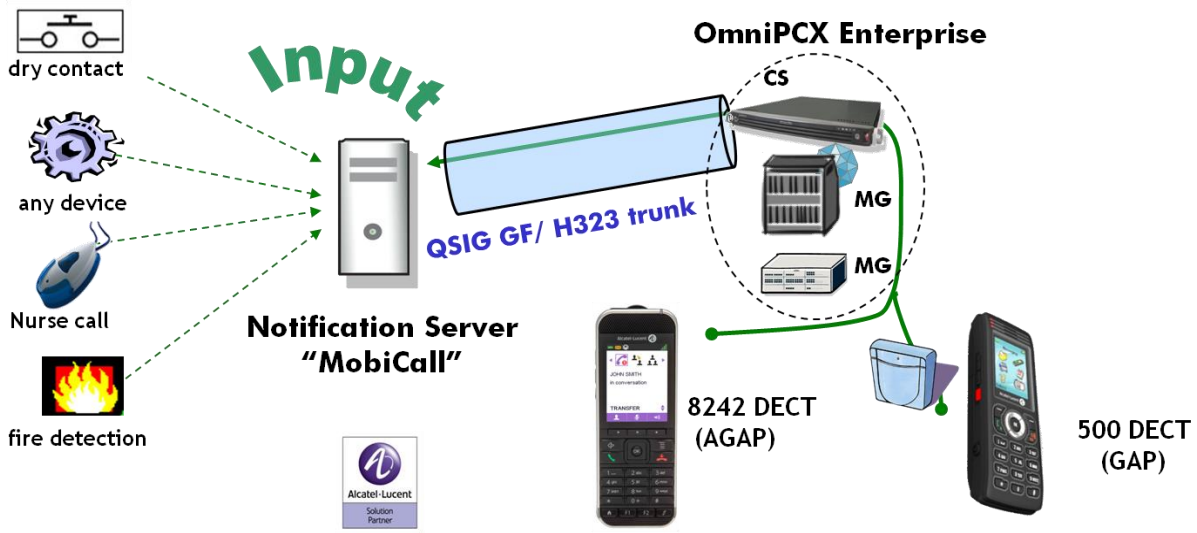
The Mobile DECT 500 incorporates several features specifically for industrial safety, these include:

- Robust and water protected design
- Charging by induction: no exterior electrical contacts
- Specific alarms generated from the Mobile DECT 500 :
    - EMERGENCY alarm (red button)
      Manually activated by the Mobile DECT 500 user (Red button)
    - NO MOVEMENT alarm
      The telephone detects no physical movement or change of position
    - MAN DOWN alarm
      The combination of no movement and a horizontal position triggers this alarm.
    - SHOCK DETECTION alarm
      A relatively important shock is required to trigger this alarm

The solution integrates the Mobile DECT 500 and the MobiCall application with the Alcatel-Lucent OmniPCX Enterprise and DECT infrastructure.

Reminder: Although the Alcatel-Lucent 8232 DECT Handset is not intended for harsh working conditions, it is fully compliant with the MobiCall notification server architecture.

The notification possibilities for this type of solution are as follows:.



Note: In addition to the alarms generated from the DECT telephone sets, the notification server can receive and manage other types of alarm input.

Alarm generation from the DECT to the notification server

The alarms generated from the Mobile DECT 500 are configured with:

- A delay phase
- A pre-alarm phase
- An alarm phase

	Validation	Delay	Prealarm	Alarm
Man down	Yes	Yes	Yes	Yes
No movement	Yes	Yes	Yes	Yes
Shock	Yes	No	Yes	Yes

The delay phase is a configurable time which is counted from the moment the alarm is triggered until the pre-alarm phase is started.

The pre-alarm phase is also a configurable time period, during which an audio signal is generated to inform the user. The alarm can be stopped manually if the user acknowledges the alarm (either left soft key or body movement).

After the pre-alarm phase, the alarm is generated and the specific signals sent to the notification server.

Alarm generation from the notification server to the DECT and other users

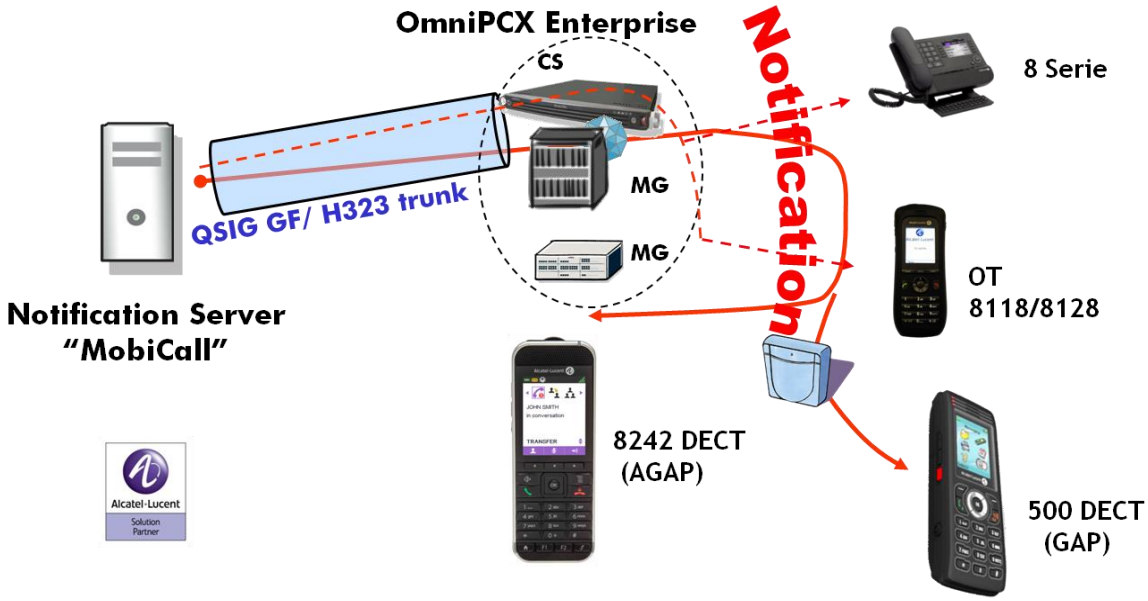
The notification server can issue alarms or messages in specific cases to cover different instances. This can be automatic or issued by supervisory staff.

Specific alarms sent from a base to be received by the Mobile DECT 500 include:

- NORMAL alarm
- URGENT alarm
- VERY URGENT alarm
- ALARM that can be sent to force a hands free mode
- Can be used in cases where the person is unable to physically unhook the call

Grouped message: a message can be sent to a phone or group of phones when an alarm is received

The notification server can send alarms or messages to the DECT phone sets or to other telephone sets:



4 PC & MAC Software applications

4.1 PC and MAC applications per system package

Software applications for MLE covering all user profiles, from voice to UC&C, are available on PC and MAC platforms. The following applications are available according to packages and user profiles.

Infrastructure	OXE	ICS	OTMS/OTBE	
			Connection User	*Conversation User*
OpenTouch Connection			PC	
OpenTouch Conversation (*)				PC
IP Desktop Softphone	PC, MAC		PC, MAC	
My Instant Communicator		PC		

(*) Refer to Section "Device and Clients for Conversation Users"

4.2 OpenTouch Connection for PC

4.2.1 Introduction

The OpenTouch Connection for PC is an enterprise-grade softphone application that manages communications easily and efficiently, all from the computer desktop. This application can be used as business phone companion or can replace a deskphone. It provides the following capabilities: manage incoming and outgoing calls; display when contacts are available; provide a snapshot of all activities (call backs, new voice mail, and missed calls); search for local or corporate contacts; and manage voice messages. All these features are available from any location and use one single identity no matter which device is being used.

The OpenTouch Connection seamlessly integrates with Microsoft® Outlook™, Microsoft® Lync™, IBM® Notes™ and IBM® Sametime™ applications to provide telephony and messaging services. Users can also easily schedule and manage OpenTouch conferences from Microsoft Outlook.

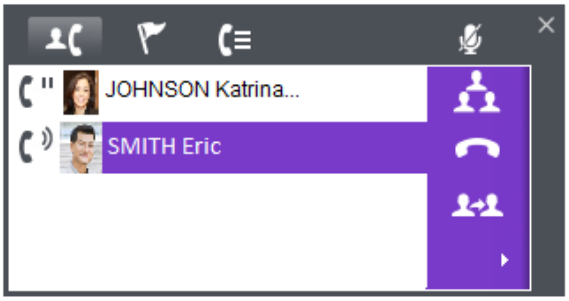


Figure 1 Session window

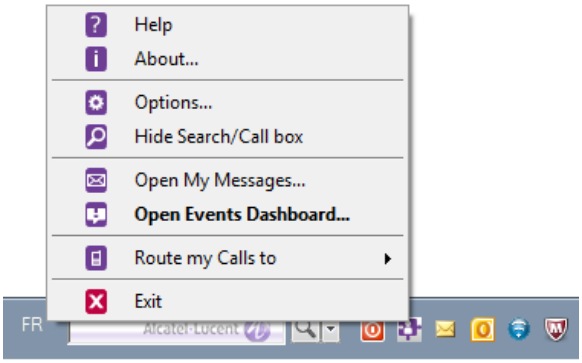


Figure 2 Search bar and taskbar icon

4.2.2 Benefits

Bring business-class IP telephony to the desktop	The OpenTouch Connection is a softphone with high-fidelity wideband audio and deskphone control features (include the capability to make calls, receive calls, clear calls, forward calls, transfer calls, conduct three-party conference calls, hold/retrieve calls, and switch between calls). The OpenTouch Connection for Microsoft® Windows™ PCs makes voice communications simple and reliable.
Work from anywhere	Regardless of user location (on the company premises or off-site), the application boosts productivity by providing quick access to enterprise-grade business communication features and services, including: telephony services, event notification, corporate directory, communication history, and colleagues' availability.
Maintain a single identity	Employees can be contacted faster and more efficiently with a single business identity when using the deskphone, PC, mobile phone, or any other device.
Monitor colleague's availability	Telephone presence allows users to visually monitor whether colleagues' phones are on- or off-hook. This helps users to avoid placing calls when the other party is unavailable and reduces the time spent recording and/or listening to voice messages.
Collaborate directly from Microsoft and IBM business applications	Access OpenTouch Connection application capabilities from any common Microsoft and IBM desktop applications, and: Click-to-initiate voice calls and click-to-play voice messages from contact cards and email when using Microsoft Outlook or IBM Notes. Schedule and manage OpenTouch conferences from Microsoft Outlook. Complement Microsoft Lync and IBM Sametime collaborative workspaces with enterprise telephony, messaging services and phone presence.

Communicate securely	Wherever employees work – on company premises or off-site – the OpenTouch Connection for PC allows secure communications with colleagues and customers.

Figure 3 Call toast

Figure 4 Contact card

4.2.3 Features

The OpenTouch Connection for PC can be used in the following contexts:

- Deskphone control
  - Users control their business phone from their PC while in the office.
- Mobility mode (also called "Nomadic" mode)
  - When away from their office, users can:
    - Associate a PSTN number (e.g. mobile phone, home phone) with the OpenTouch Connection
    - Or use voice over IP (SIP-based communications)
  - Their business phone is frozen while in this mode.
  - Voices over IP communications are SIP-based with narrowband (G.711u/a, G.729a/b, G.723.1) and wideband (G.722.2) audio codecs.
- Softphone mode
  - Users can make and receive phone calls from anywhere and can access the corporate network from their Personal Computer.
  - Voice over IP communications are SIP-based with narrowband (G.711u/a, G.729a/b, G.723.1) and wideband (G.722.2) audio codecs.

The main features of the OpenTouch Connection are:

Enterprise-class IP telephony

- Make, receive, and control phone calls from the office or off-site.
- Use traditional telephony features with business-quality audio.

- Click-to-call from typical Microsoft and IBM desktop applications (Outlook, Lync, Notes, Sametime) without having to look up for phone numbers.
- Use integrated call control features for Plantronics® and Jabra® audio devices, including call answer/end and synchronized mute.

Single identity

- Users maintain a single business identity – with only one phone number – whether the device they are using is a PC, deskphone, mobile phone, or any other device.

Contacts

- Search for local (Microsoft Outlook) and corporate contacts.

Phone presence

- View colleague availability in real-time and avoid placing phone calls when the other party is on the telephone.

Communication history

- View information on previous communications and quickly redial a party.

Notifications

- Check new voice messages, missed calls and callback requests.

Visual voicemail

- Display and manage voice messages as easily as e-mails using the visual voicemail interface where messages can be selected, played back or deleted in any order.

Microsoft integration

- Use Outlook to click-to-initiate voice calls from contact cards and email, and to click-to-play voice messages from an e-mail.
- Complement Lync collaborative workspaces with enterprise telephony, messaging services and phone presence with an external control pane.
- Schedule conferences from Outlook; sending an e-mail invitation or Outlook appointment which includes a link to the conference.

IBM integration

- Use Notes to click-to-initiate voice calls from contact cards and email, and to click-to-play voice messages from an e-mail.
- Complement Sametime collaborative workspaces with enterprise telephony, messaging services and phone presence via an embedded panel.

Virtual environments

- Complement deskphones (Voice over IP is not supported) by deploying the OpenTouch Connection for PC in virtual environments using Citrix® XenApp™ 6.5 and Microsoft® Windows Server™ 2008 Remote Desktop Services (RDS).

Secure access to corporate infrastructure

- Reverse proxy support.
- Session border controller (SBC) support.
- Virtual private network (VPN) support.

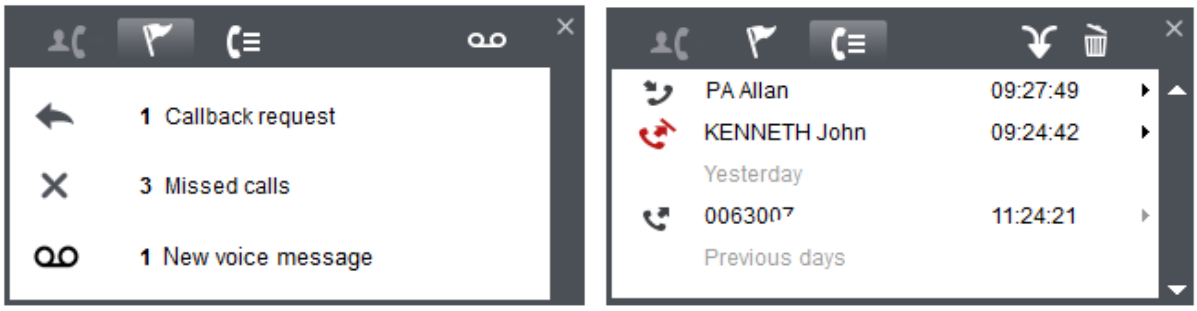


Figure 5 Notifications and Call history

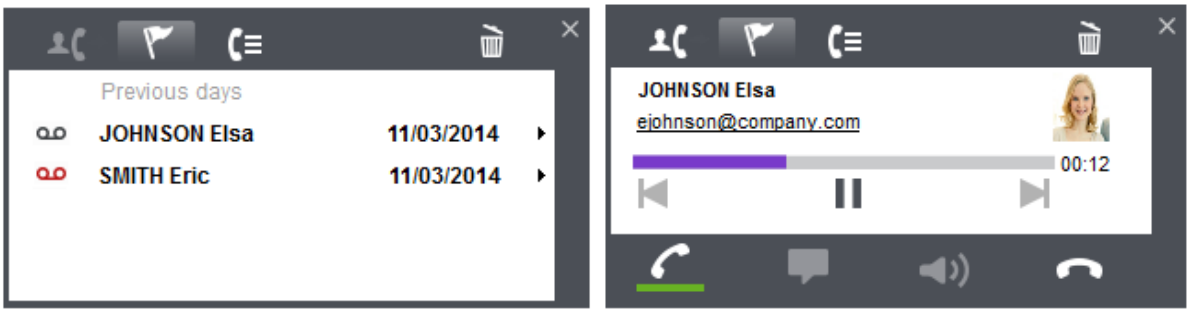


Figure 6 Visual voicemail

4.2.4 Technical specifications

Hardware and software specifications

Alcatel-Lucent OpenTouch platforms, version 2.0 or later

Microsoft Windows OS

- Windows 7™ (32- and 64-bit editions)
- Windows 8™ (64-bit edition)

Microsoft integration

- Outlook 2010 and 2013 (32- and 64-bit editions)
- Lync 2010 (32- and 64-bit editions)

IBM integration

- Notes 8.5.1, 8.5.2 and 8.5.3
- Sametime 8.5.1 and 8.5.2, Standard or Advanced license

Virtual environments

- Citrix XenApp 6.5, installed on Windows Server 2008 R2
- Microsoft Windows Server 2008 R2 Remote Desktop Services (RDS)

Audio

- Wideband (G.722.2) and narrowband (G.711 A-law/µ-law, G.729 Annex A/Annex B, G.723.1) codecs
- Echo cancellation, packet loss concealment (PLC), voice activity detection, dynamic jitter buffer, quality of service (differentiated services with IP TOS field)

Security

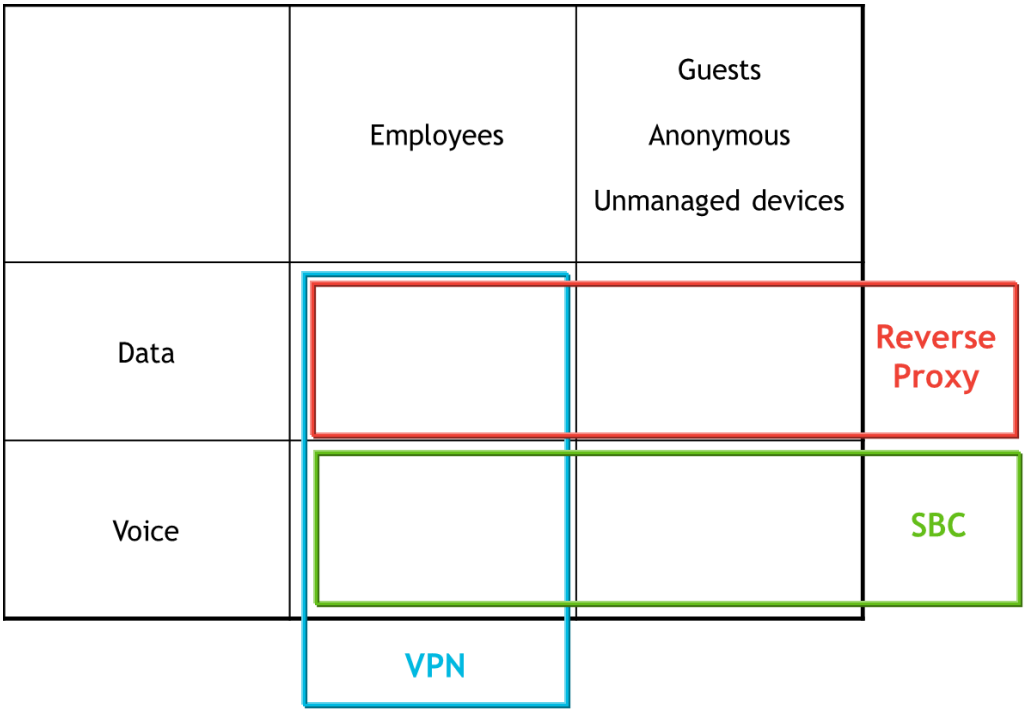
- HTTPS

- SIP over TLS, Secure RTP
- Support for reverse proxy and SBC network elements
- LDAP/LDAPS and RADIUS authentication
- Single sign-on (SSO) via Kerberos

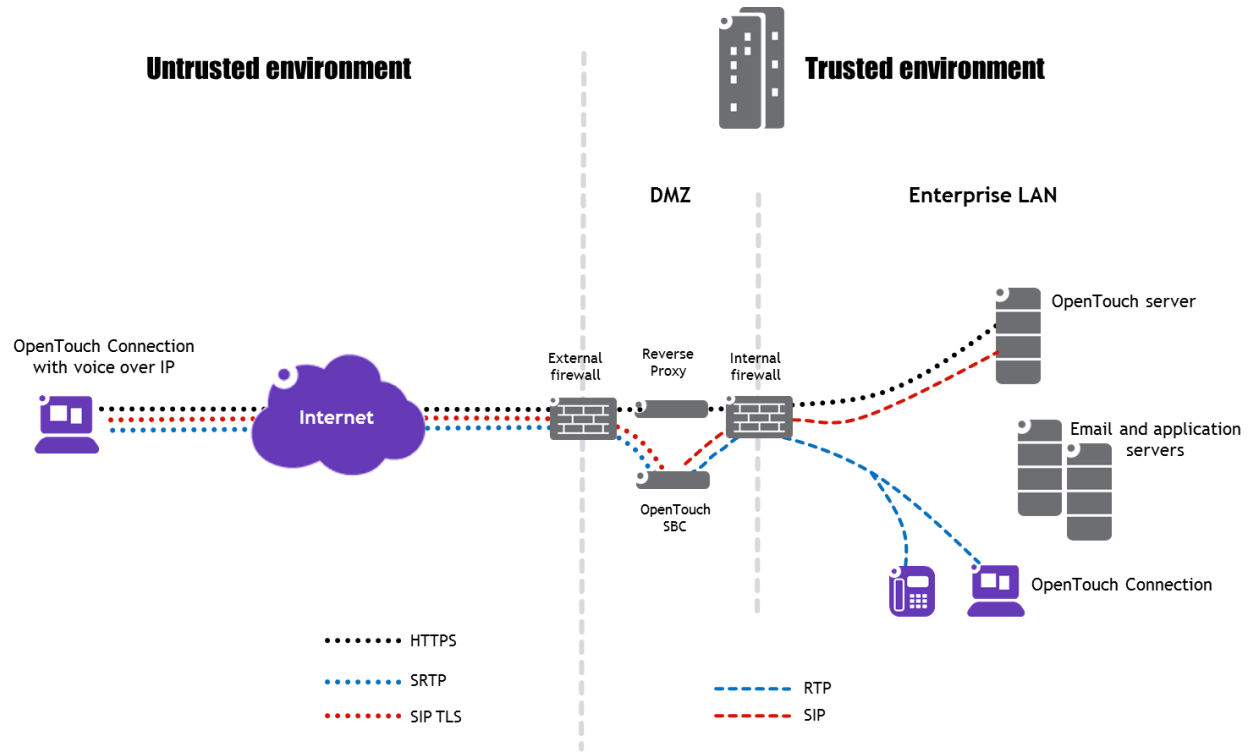
Localization

- Catalan, Chinese-simplified, Chinese-traditional, Czech, Danish, Dutch, English (British and American), Finnish, French, French Canadian, German, Hungarian, Italian, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, and Swedish.

4.2.5 Supported technologies for remote accesses



Architecture overview with Reverse Proxy and SBC elements:



The voice traffic (SIP for signaling and RTP for audio) is managed by the SBC, which solves NAT traversal issues and ensures security at the applicative level. This traffic is secured from the OpenTouch Connection towards the SBC by using SIP over TLS and SRTP.

Voice traffic is unencrypted (SIP/RTP) from the SBC towards endpoints and the OpenTouch server.

The data traffic is managed by the Reverse Proxy, which controls and protects accesses to enterprise resources. Connections are protected using secure sockets layer (SSL) encryption.

4.2.6 Licensing model

To benefit from the OpenTouch Connection for PC application, the following user option license is required in addition to the base user license (OpenTouch™ Connection user license):

- **"OpenTouch Connection universal client user option license"**

This option grants the right to use the OpenTouch Connection for PC application along with the My Instant Communicator for Mobile application.

Additional user options can also be ordered providing complementary features:

- N-party conferencing user option (for creating meetings and managing scheduled conferences with more than 3 participants)
- Voice messaging user option (to benefit from voice mail and unified messaging services)
- Fax (for sending and receiving fax messages via Microsoft Outlook or a web application)

4.2.7 Additional documents

More details of OpenTouch Connection for PC are provided in following documents:

- Product Presentation, ref. ENT_TX_006037
- User Guide, ref. 8AL90632USAAed01

4.2.8 Microsoft integration

The OpenTouch Connection is complemented with Microsoft Outlook (versions 2010 and 2013) add-ins for:

- Conference scheduling
- Telephony and messaging services
- Searching personal contacts

OpenTouch Connection complements Lync 2010 collaborative workspace with telephony services, messaging services and phone presence.

4.2.8.1 Conferencing add-in for Microsoft Outlook

Use Microsoft Outlook to schedule OpenTouch conferences. Participants receive an e-mail invitation or Outlook appointment that includes a link to the conference.

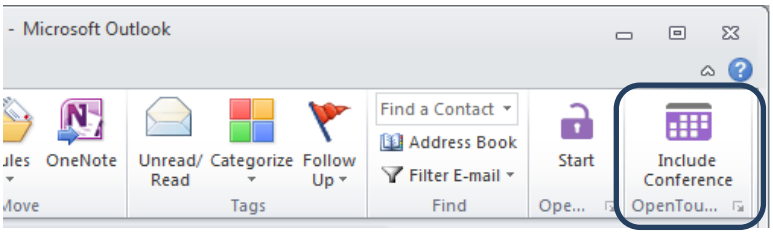


Figure 7 Conferencing add-in

Click the Conferencing icon to create a new OpenTouch conference (this creates a new appointment in the Calendar with the selected date and hour) or start creating an appointment and then click the OpenTouch conference icon:

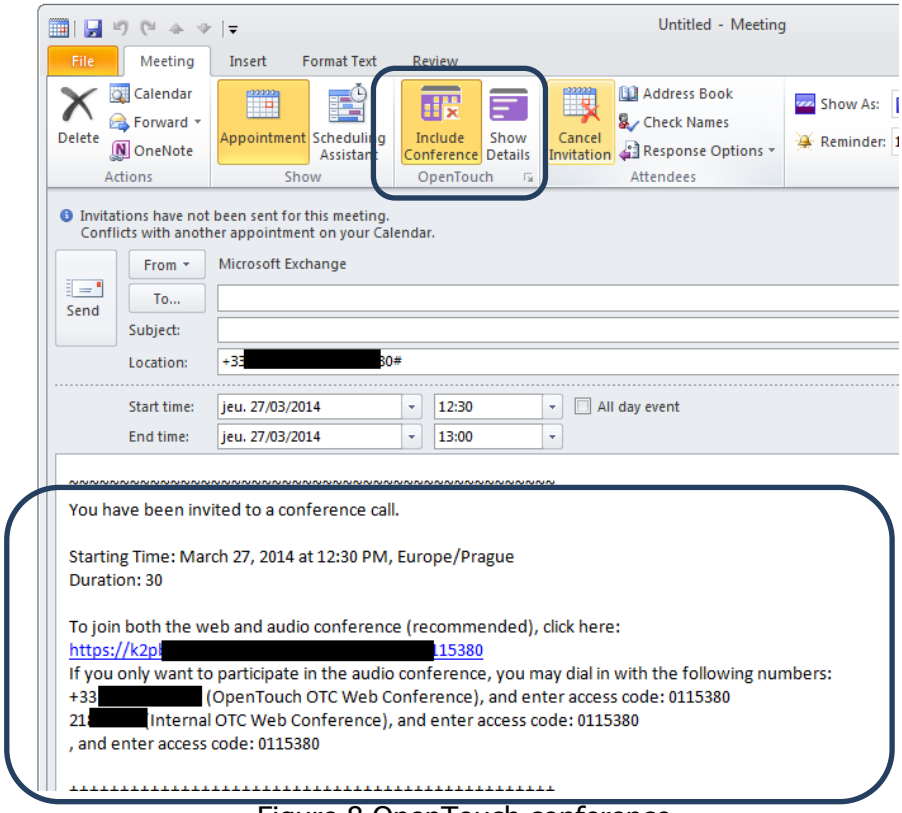


Figure 8 OpenTouch conference

4.2.8.2 Telephony and Messaging add-in for Microsoft Outlook

Use Microsoft Outlook (via an add-in available in the Outlook Ribbon) to:

- Click-to-initiate voice calls from contact cards and e-mails
- Click-to-play voice messages from e-mails

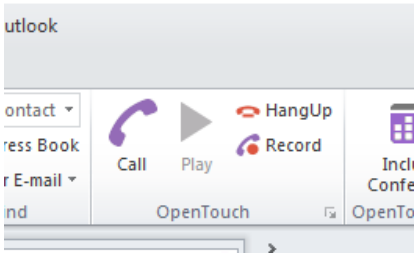


Figure 9 Telephony and Messaging add-in

Call the sender of an e-mail or make a call from a contact card:

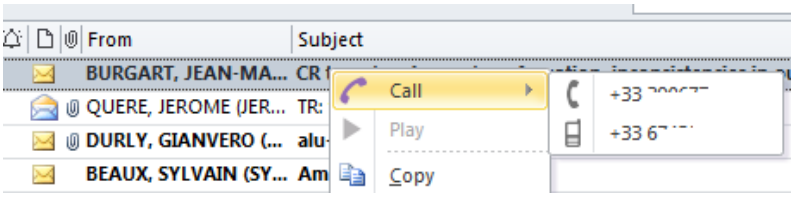


Figure 10 Call from an email

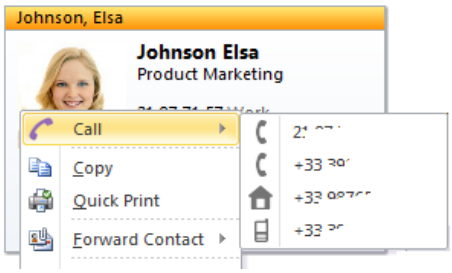


Figure 11 Call from a contact card

Play a voice message received via an e-mail (when using the unified messaging store based on the e-mail server):

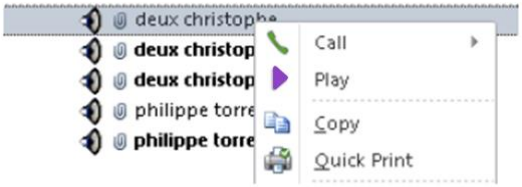


Figure 12 Play a voice message received in an e-mail

Use the Record button (when creating a new mail, when replying to or forwarding an e-mail) to add a voice message (.wav file) to an e-mail:

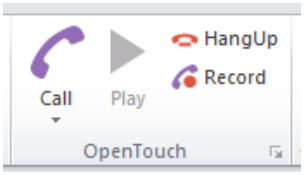


Figure 13 Record and send voice messages

4.2.8.3 Microsoft Lync integration

The OpenTouch Connection complements the Microsoft Lync 2010 collaborative workspace (client-to-client integration) with enterprise telephony, messaging services and phone presence using an external control pane.

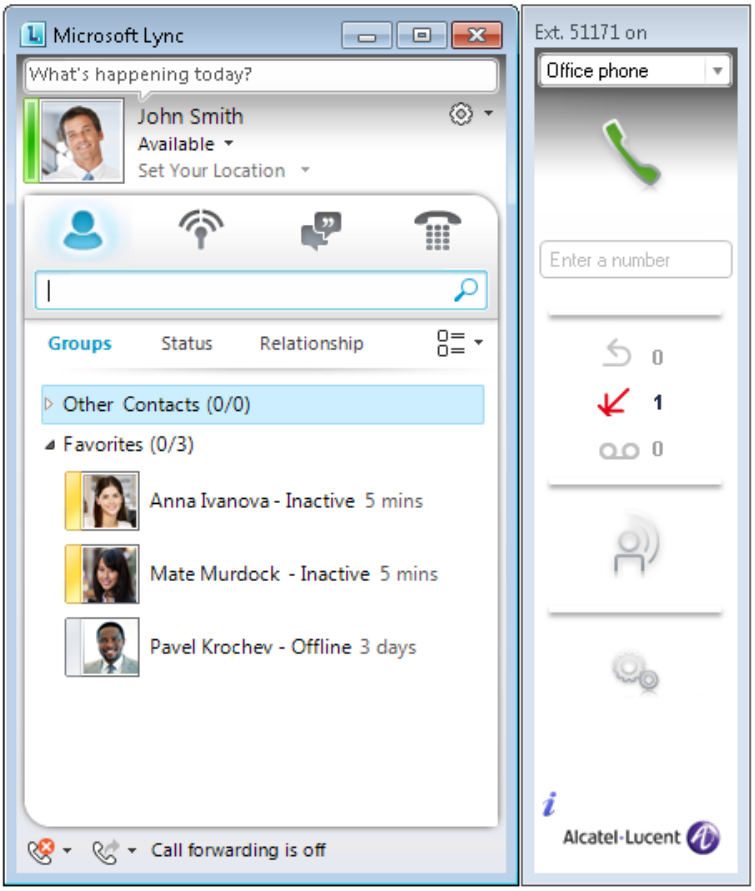


Figure 14 OpenTouch Connection control pane

The OpenTouch Connection control pane for Microsoft Lync provides:

- Deskphone control
- Inbuilt softphone with wide-band audio (G.722.2) for PC to PC communications
- Phone presence
- Drag and call
- Direct dial
- Primary device management ("current phone" for the audio media)
- Notifications
- Call session management, call control, call forwarding
- Call history
- Visual voicemail
- Single sign in
- SIP TLS/SRTP (with Reverse Proxy and SBC network elements) for PC to PC communications

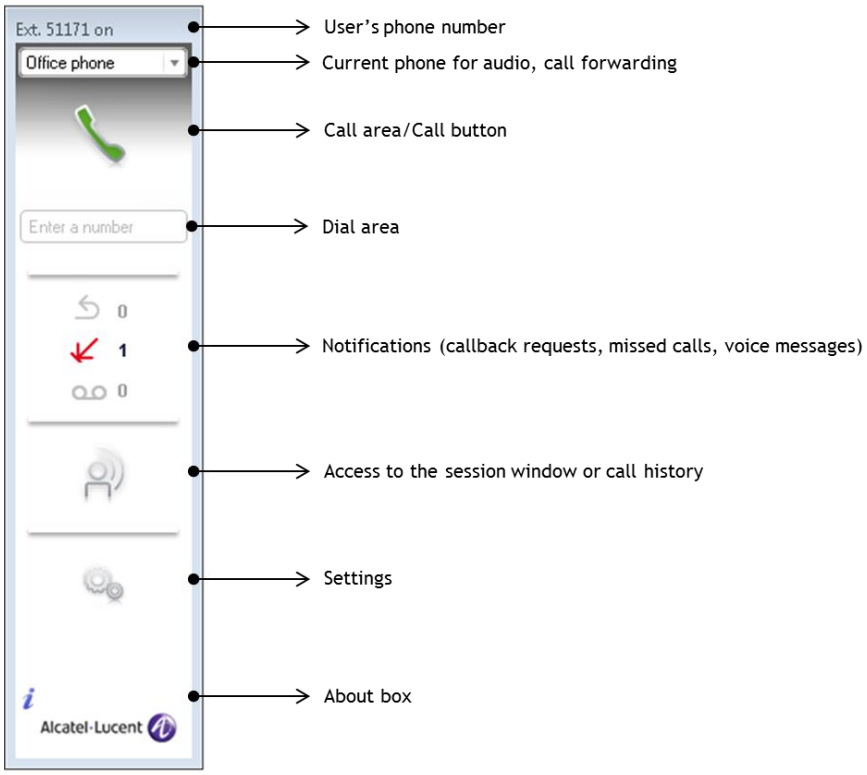


Figure 15 Features from the control pane

4.2.9 IBM integration

4.2.9.1 Telephony and Messaging add-in for IBM Notes

Use Notes to click-to-initiate voice calls from contact cards and e-mails, and to click-to-play voice messages from an e-mail.

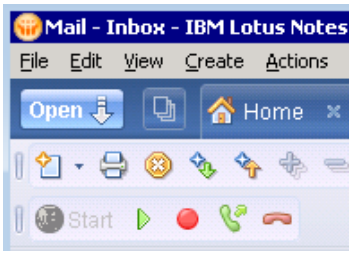


Figure 16 Telephony and Messaging add-in

- Call the sender of an e-mail or make a call from a contact card.
- Play a voice message received via an e-mail (when using the unified messaging store based on the e-mail server).
- Use the Record button (when creating a new mail, when replying or forwarding an e-mail) to add a voice message (.wav file) to an e-mail.

4.2.9.2 IBM Sametime integration

The OpenTouch Connection for IBM Sametime 8.5.x uses best in class unified communications capabilities from Alcatel-Lucent and IBM to transform the business processes and reach new levels of productivity. This easy-to-use desktop integration:

- Complements IBM collaborative workspace with Alcatel-Lucent business-class telephony capabilities and unified messaging services with:
  - Built on Sametime user expertise
  - Real time presence updates
  - Click-to-call from the contact list
- Increases productivity and speeds decision making by streamlining communications
  - Enriches existing IBM Sametime presence and instant messaging capabilities with a broad set of Alcatel-Lucent unified communications services
- Provides a single call-control architecture

KEY FEATURES
Hardphone control or VoIP with the Personal Computer (high audio quality with G.722.2 wide band codec)
Phone presence of the Lotus Sametime contact whom the user wants to reach
Place a business call from the Lotus Sametime buddy list
Inbound call notification (move calls to the voice mail, to a phone number, answer with an instant message)
Notifications (displays missed calls, callback requests and new voice messages)
Visual voicemail
Business call history (display all incoming and outgoing calls)
Call forwarding (forward calls to the voice mail, or other pre-defined phone number)
Call session management (with mid-call control features, rich presence, call information…)
Media blending
Anywhere access: select any phone to be your current phone for making and receiving calls
Easy desktop integration and deployment
Single sign in

IBM Sametime and OpenTouch Connection clients are joined and appear as a unified user interface. The Sametime client uses the same extension as the OpenTouch Connection for Remote Call Control or the Softphone mode.

Calls originating from the Sametime client are routed through the OpenTouch Connection client.

The OpenTouch Connection client is installed on the same machine as the Sametime client. Integration is available when the Sametime user is logged in.

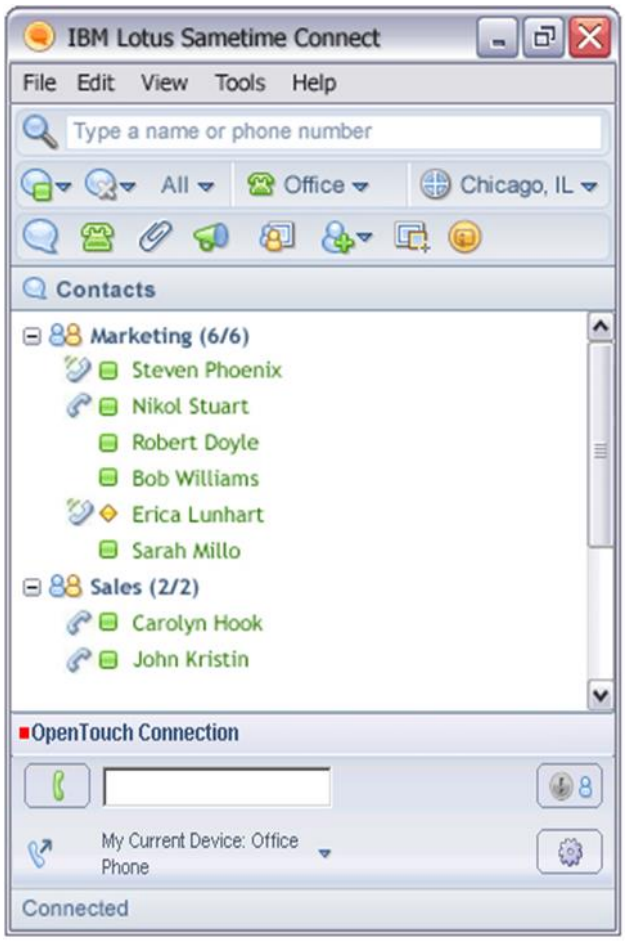
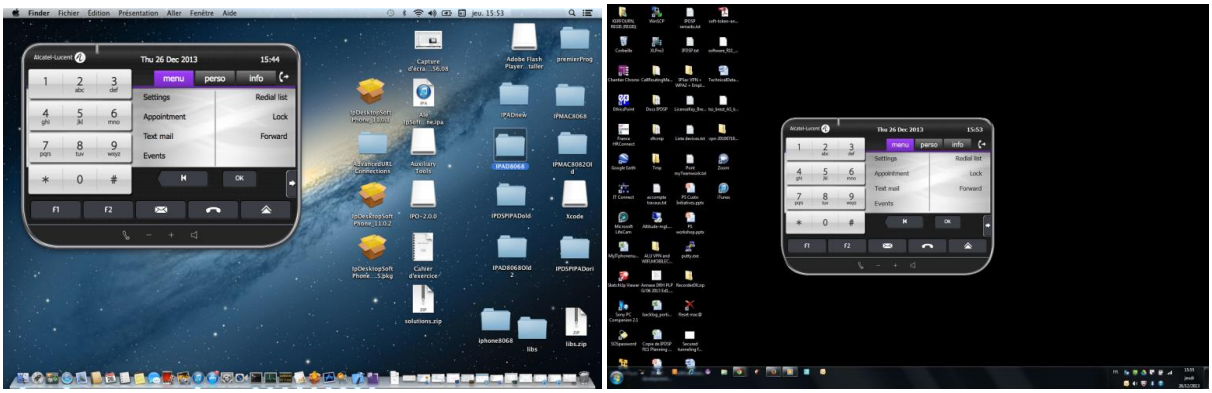


Figure 17 OpenTouch Connection panel for IBM Sametime

4.3 IP Desktop Softphone for PC and MAC

The IP Desktop Softphone is a voice telephony application installed on a user's desktop (PC or MAC). This fully-integrated, multimedia telephony solution completely replaces physical phones, when desktop connection is the preferred communication mode. The IP Desktop Softphone emulates a 4068 IP Touch set / 8068 Premium DeskPhone. The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their network using their company VPN.



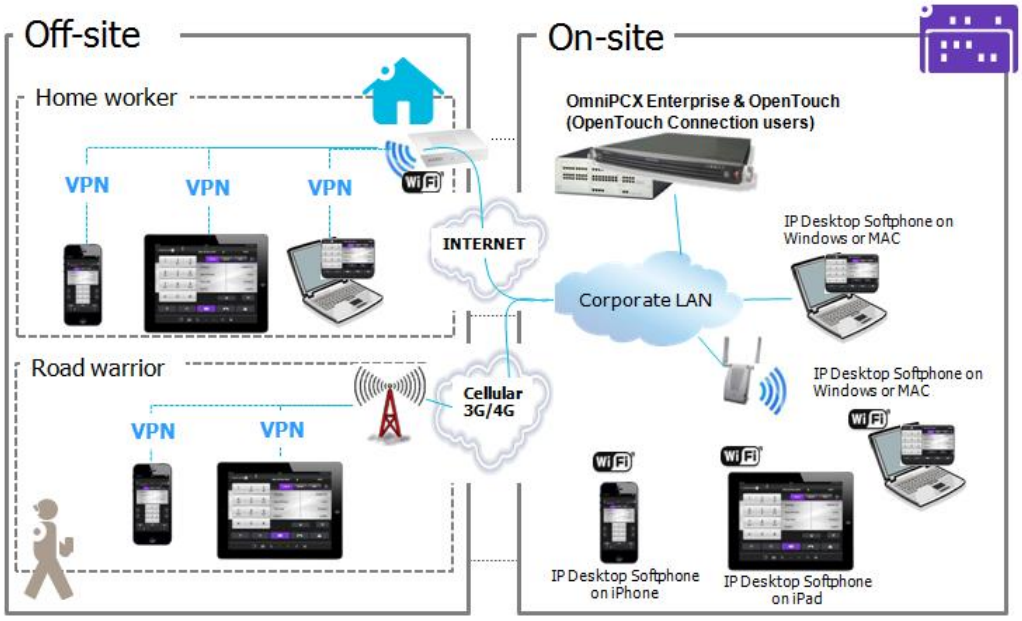
4.3.1 Benefits

- Fully-integrated telephony solution
- Quick and user-friendly access to telephone facilities
- Help businesses optimize staff productivity
- 8082 My IC Phone user experience for fast adoption
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Carbon footprint reduction
- Communications, connectivity and hardware costs control

4.3.2 Features

- VoIP protocol provides voice communications on the computer
- Runs under MS Windows, Apple MAC OS
- Available off-site anywhere the user is able to connect to the company IP network via a company VPN (works on Ethernet, Wi-Fi, 3G/4G cellular)
- Available on-site on wired Ethernet connection or Wi-Fi___33
- Suitable in both Business and Contact Center environments
- G.711 and G.729 codecs are supported
- The user interface can be personalized
- Identical display and keys as the 8082 My IC Phone
- Desk sharing is supported
- Telephony is supported on any CTI environment (for example: Contact Center agent workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- QoS Level 3 IP TOS / DSCP
- Up to 15 different ring tones
- Customized skins can be created to meet specific client needs on demand
- It is also possible to adapt the application on demand to meet specific needs

4.3.3 Topology



More details

For more details about prerequisites, limits and restrictions, please refer to the Technical Datasheet posted on the Enterprise Business Portal.

Please refer to the Services Applications Compatibility Matrix available on the Alcatel-Lucent Enterprise Business Portal for all questions about software compatibility.

5 Smartphone Software applications

5.1 Smartphone applications per system package

Software applications for MLE covering all user profiles – from voice to UC&C are provided on different platforms. The following applications are available according to packages and user profiles.

Infrastructure	OXE alone	ICS	OTMS/OTBE	
			Connection User	*Conversation User*
My Instant Communicator (MIC) Mobile Edition		Android iPhone BlackBerry (MIC v3)	Android iPhone BlackBerry (*) (MIC v3)	Android BlackBerry (*) (MIC v4)
OpenTouch Conversation (**)				iPhone
IP Desktop Softphone	iPhone		iPhone (***)	

(*) OpenTouch Enterprise Cloud offer only

(**) Refer to section: "Devices and Clients for OpenTouch Conversation users"

(***) Connected to embedded OmniPCX Enterprise in OpenTouch Business Edition

5.2 My Instant Communicator Mobile edition for Connection User

5.2.1 Benefits

- Borderless office
  - Users have access to unified communication capabilities everywhere (on-site and off-site) so that they are able to get business notification events (voice mail, callback request, missed call notifications, instant messages) and access enterprise-grade services (e.g., corporate directory, telephony presence, instant messaging and collaboration/conferencing) regardless of their location.
- Increases first-call resolution
  - Single business number for any user - Avoids wasting time by having one number that automatically follows a user across multiple phones (fixed and smartphone).
  - Media blending - Provides additional media options for answering a call such as e-mail or instant message.
- Controls/reduces costs
  - Cellular: significantly reduces smart phone costs with savings on long distance calls.
  - Use of Wi-Fi when at the office or home.
  - Least cost routing: set up rule-based policies to reduce international direct dial and roaming charges.
- Consistent graphical user experience (common look and feel)
  - Allows users familiar with MIC Mobile Edition to instantly know how to use any mobile device.

5.2.2 Features

- Consistent graphical user interface regardless of the device used (common user experience)
- Single business number
  - One single phone number for fixed and smartphone devices
  - Single business identity, whatever the device used
  - Capability to control ringing (fixed and mobile or fixed phone only)
- Single business voice mail
  - Visual voicemail interface for displaying and managing voice messages as e-mails
- Directory lookup
  - Search local and corporate contacts
- Business call history
- Notifications at a glance
  - New voice messages
  - Callback requests
  - Missed calls
  - Instant messages
- Business caller identification
- Make a call
  - From the local contact list or corporate directory
  - From the enterprise dialing plan
  - From the business call history list
  - From the voice mail interface
  - Through the attendant or company switchboard operator
- Mid-call control
  - Make a call, take a call, clear a call, call forwarding, call transfer, three-party conference, hold/retrieve call, switch between calls, etc.
- Device handoff
  - Move an active call from a smartphone to a fixed phone
- Media blending
  - Capability to answer using a media other than voice such as e-mail or instant messaging
- Rich presence
  - Contact presence
  - Phone presence
- Instant conference
  - Set up and join conferencing calls instantly, anywhere
- Secure instant messaging and collaboration
  - Set up collaboration anywhere (from chat to data sharing)
- Data over Wi-Fi
  - Automatic switch to trusted WLAN (roaming)
- Secure access to enterprise

  - Reverse Proxy https support
  - Native BlackBerry Enterprise Server (BES) secured channel
- Business and private lifestyle management
  - Business mode: Incoming and outgoing calls are processed via the Alcatel-Lucent communication server. Business notification events are presented
  - Private mode: Incoming and outgoing calls are directly processed by the mobile carrier (no business notification events)
- Automatic fallback
  - Enterprise-grade voice services remain available (due to fallback in-band DTMF codes) when the secure data channel is off
- Least cost routing
  - Allows savings for international roaming (set up of rule-based policies by the system administrator)
- Application management
  - Software download over-the-air
  - Remote configuration and provisioning through Alcatel-Lucent client management functions

My Instant Communicator Mobile Edition v3 release	Android	BlackBerry (*)	iPhone
Consistent graphical user interface whatever the device used (common user experience)	√	√	√
Single number	√	√	√
Visual voicemail	√	√	√
Caller identification	√	√	√
Make a call ○ From the local contact list or corporate directory ○ From the enterprise dialing plan ○ From the business call history ○ From the voicemail interface ○ Through the company switchboard operator	√	√	√
Mid-call control	√	√	-
Device handoff (move active call from smartphone to fixed phone)	√	√	-
Media blending ○ Voice, instant messaging, e-mail	√ (**)	√	√ (**)
Phone presence	√	√	√
Contact presence	-	√	-

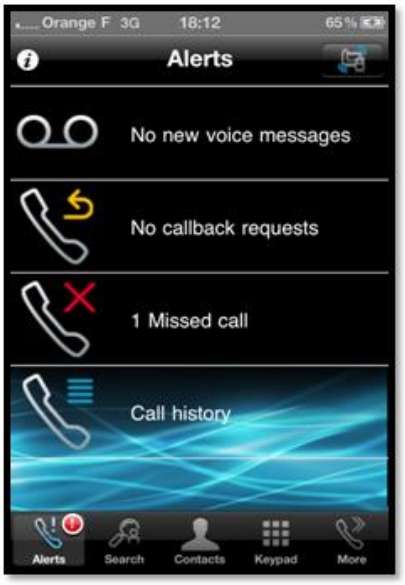
Directory lookup	√	√	√
Notifications at a glance ○ **Voice messages, callback requests, missed calls, instant messages (BlackBerry only)**	√	√	√
Call history	√	√	√
Instant messaging	-	√	-
Data over Wi-Fi	√	√	√
Virtual private network	-	√ (BES)	-
Reverse Proxy https	√	-	√
Business and private lifestyle management	√	√	-
Automatic fallback ○ **Keep voice services when data channel is lost**	√ (***)	√	-
Least cost routing	-	√	-
Application management (****) ○ **Software download over the air** ○ **Remote configuration and provisioning**	√	√	√

(*) OpenTouch Enterprise Cloud offer only
(**) Voice and e-mail only
(***) For Make Call and Release Call services
(****) Using the BlackBerry infrastructure and tools for BlackBerry devices. Using their corresponding Market Store and OpenTouch for iPhone & Android devices

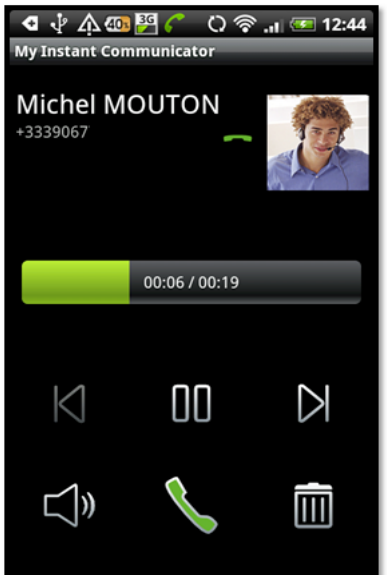
BlackBerry

Tim Boggart
Started 15:56
Me : hi need urgently to talk with u and John about pricing
Tim Boggart : in a quarter
Me : fine, let me know when ok
Tim Boggart : ready now
:-) smile
Add Smiley
Ok, let's start the call

iPhone



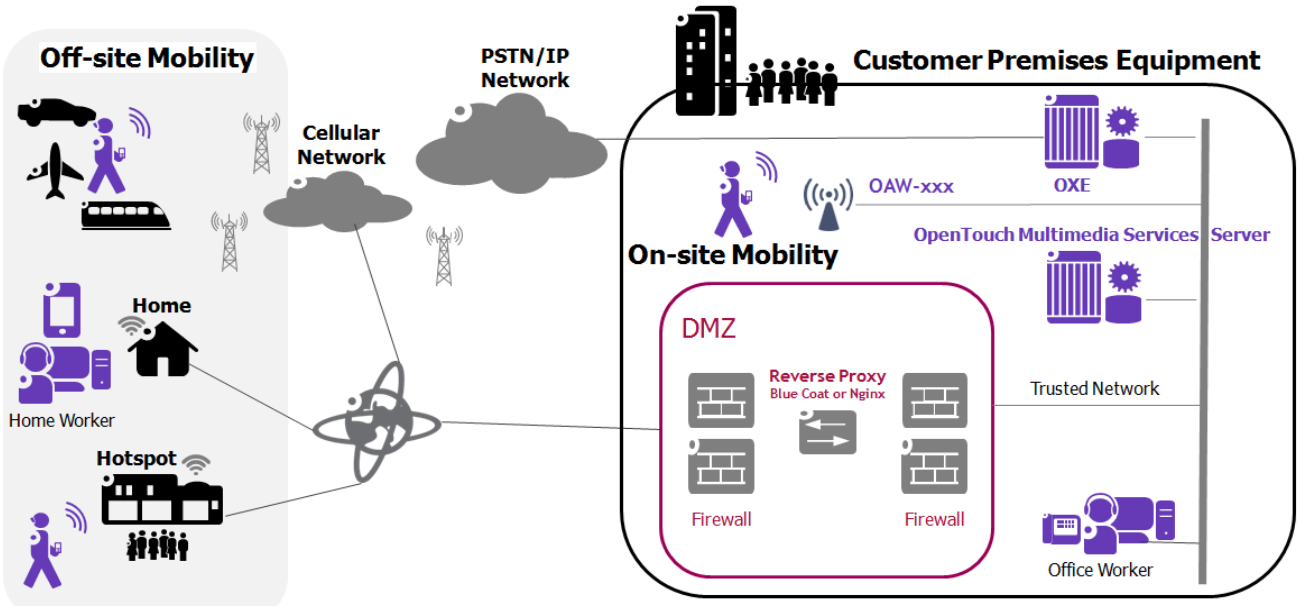
Android



5.2.3 Topologies

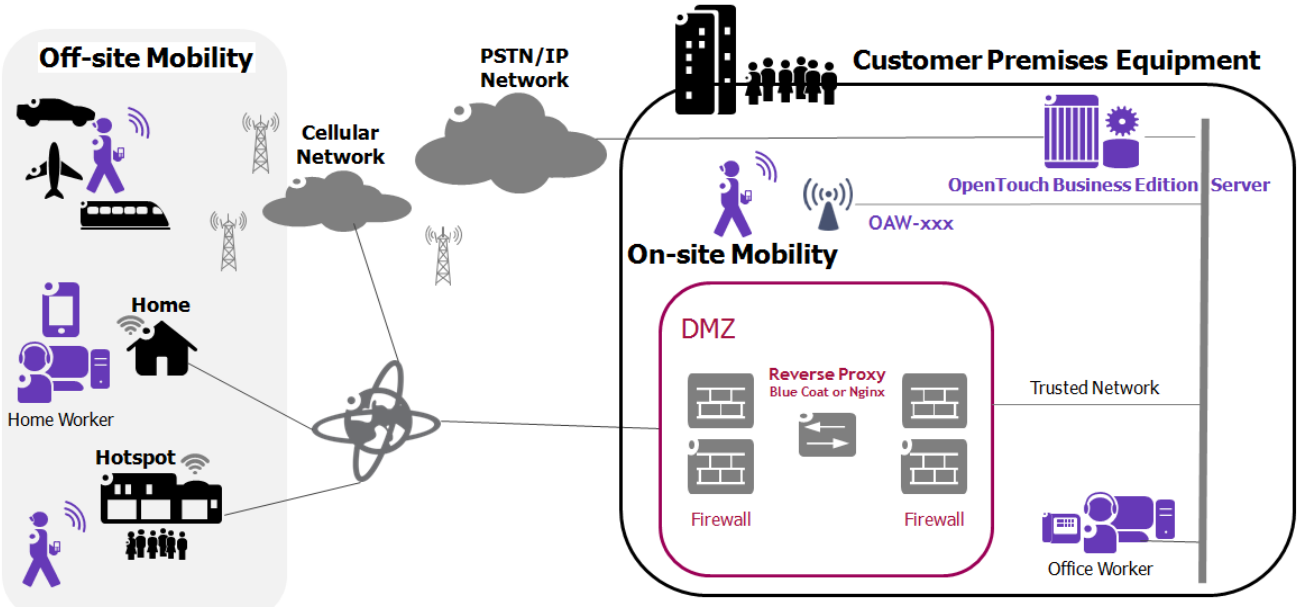
5.2.3.1 OTMS-based

OpenTouch MultiMedia Services R1.3 MD1+ and Reverse Proxy



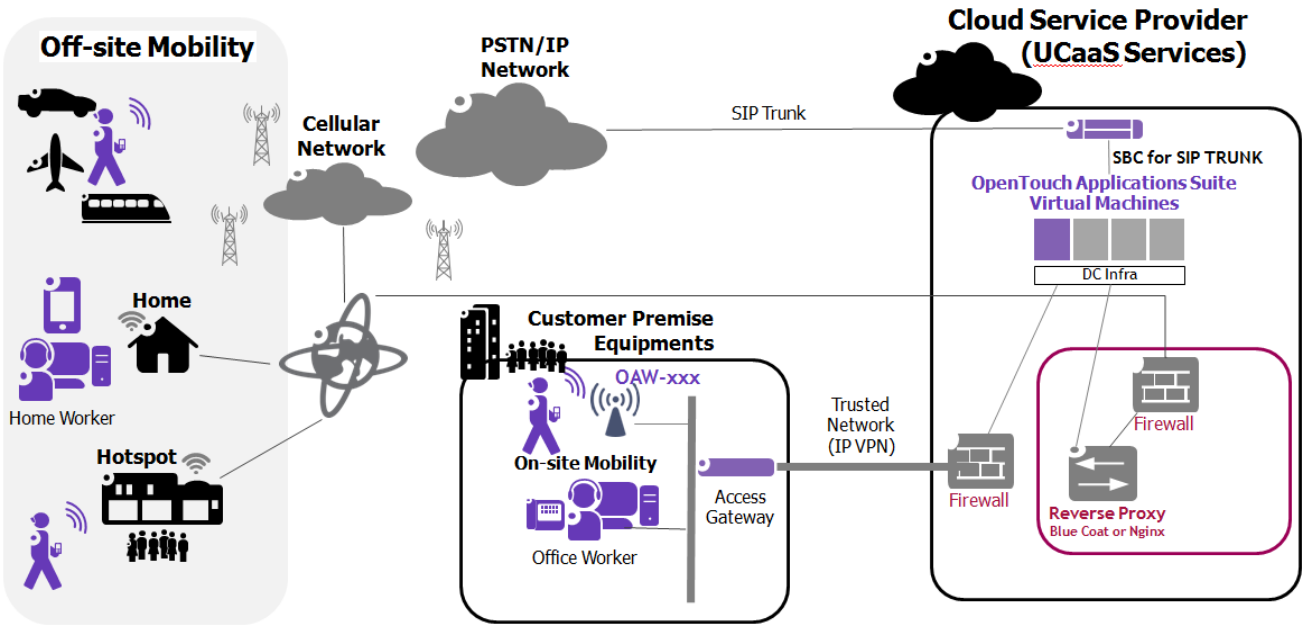
5.2.3.2 OTBE-based

OpenTouch Business Edition Services R1.3 MD1+ and Reverse Proxy



5.2.3.3 OTEC-based (UCaaS)

OpenTouch Enterprise Cloud R1.3 MD1+



5.2.4 Licensing Model

To benefit from the My Instant Communicator Mobile edition for Connection users whatever the platform (Android, iPhone or Blackberry (*), the following license is required in addition to the base user license (the OpenTouch™ Connection user license):

- **"OpenTouch Connection universal client user option license"**

Note that this option grants the right to benefit from the Connection experience and clients on Smartphone and PC platforms with **a single option license**.

(*) Note regarding the BlackBerry platform:

OTMS & OTBE (CPE mode)

- The BlackBerry license is not proposed as new sales anymore.
- BlackBerry license is maintained in case of upgrade / migration but without exceeding the number of BlackBerry licenses already deployed in the previous system release.

OTEC (UCaaS mode)

- The BlackBerry license is proposed using audit tool reporting.

Additional user options can also be ordered providing complementary features :

- N-party conferencing user option (for creating meetings and managing scheduled conferences with more than 3 participants)
- Voice messaging user option (to benefit from voice mail and unified messaging services)
- Fax (for sending and receiving fax messages via Microsoft Outlook or a web application)

5.3 IP Desktop Softphone for iPhone

The IP Desktop Softphone is a voice telephony application installed on a user's Apple iPhone or iPod touch. This multimedia, fully-integrated telephony solution completely replaces physical phones. The IP Desktop Softphone emulates a 4068 IP Touch set / 8068 Premium DeskPhone. The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their network using their company VPN. The IP Desktop Softphone for iPhone and iPod touch is available on the Apple Store.

5.3.1 Benefits

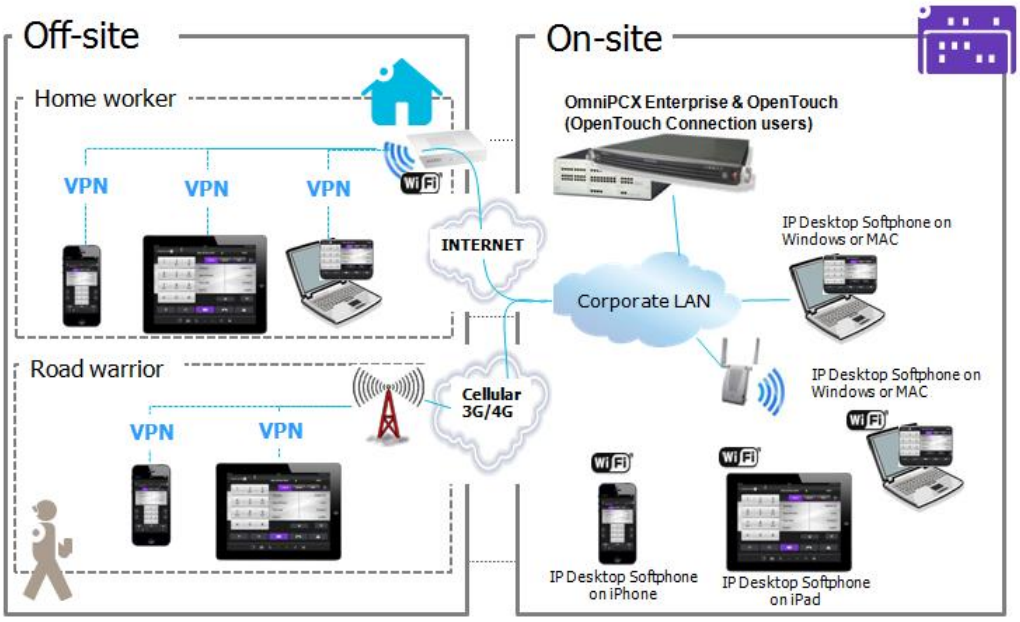
- Fully-integrated telephony solution
- Quick and user-friendly access to telephone facilities
- Help businesses optimize their employee's productivity
- 8082 My IC Phone user experience for fast adoption
- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Carbon footprint reduction
- Communications, connectivity and hardware costs control

5.3.2 Features

- VoIP protocol provides voice communications on the iPhone and iPod touch
- Available off-site anywhere the user is able to connect the customer IP network via a company VPN (works on Ethernet, Wi-Fi, 3G/4G cellular)
- Available on-site on wired Ethernet connection or Wi-Fi
- Suitable in both Business and Contact Center environments
- G.711 and G.729 codecs are supported
- The user interface can be personalized
- Identical display and keys as the 8082 My IC Phone

- Desk sharing is supported
- Horizontal/vertical flip and horizontal full screen on the iPhone
- Telephony is supported on any CTI environment (ex: Contact Center agent workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- QoS Level 3 IP TOS / DSCP
- Up to 15 different ring tones
- Customized skins can be created to meet specific client needs on demand
- It is also possible to adapt the application on demand to meet specific needs

5.3.3 Topology



More details

For more details about prerequisites, limits and restrictions, please refer to the Technical Datasheet posted on the Enterprise Business Portal.

Please refer to the Services Applications Compatibility Matrix available on the Alcatel-Lucent Enterprise Business Portal for all questions about software compatibility.

5.4 Market Store Links

5.4.1 Android

MIC v3

https://play.google.com/store/apps/details?id=com.alu.myic.android&hl=en

5.4.2 BlackBerry

MIC v3

n/a

5.4.3 iPhone

IP Desktop Softphone
https://itunes.apple.com/fr/app/alcatel-lucent-ip-desktop/id524949395?mt=8

MIC v3
https://itunes.apple.com/fr/app/alcatel-lucent-omnitouch-8600/id453688038?mt=8

5.5 Device White List

Refer to document ref 8AL90822AAAA which lists the supported devices.

6 Tablet Software applications

6.1 Tablet applications per system package

Software applications for MLE covering all user profiles – from voice to UC&C are available on PC and MAC platforms. The following applications are available according to packages and user profiles.

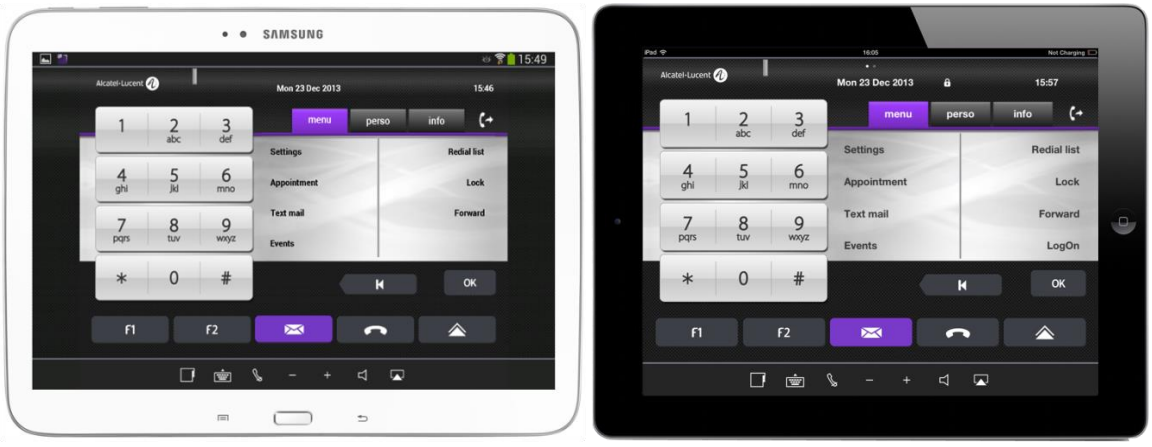
Infrastructure	OXE	OTMS/OTBE	
		Connection User	*Conversation User*
OpenTouch Conversation (*)			iPad
IP Desktop Softphone	Android, iPad	Android, iPad	

(*) Refer to Section "Device and Clients for Conversation Users"

6.2 IP Desktop Softphone for Android and iPad tablets

The IP Desktop Softphone is a voice telephony application installed on a user's tablet (Apple iPad or Android). This multimedia, fully-integrated telephony solution completely replaces physical phones. The IP Desktop Softphone emulates a 4068 IP Touch set / 8068 Premium DeskPhone. The application is quick and easy to install. User-friendly, it accommodates customizations to suit user preferences. This application makes it transparent for remote workers to phone and to be called as long as they are connected to their network using their company VPN.

The IP Desktop Softphone for iPad is available on the Apple Store and on Google Play for Android devices.



6.2.1 Benefits

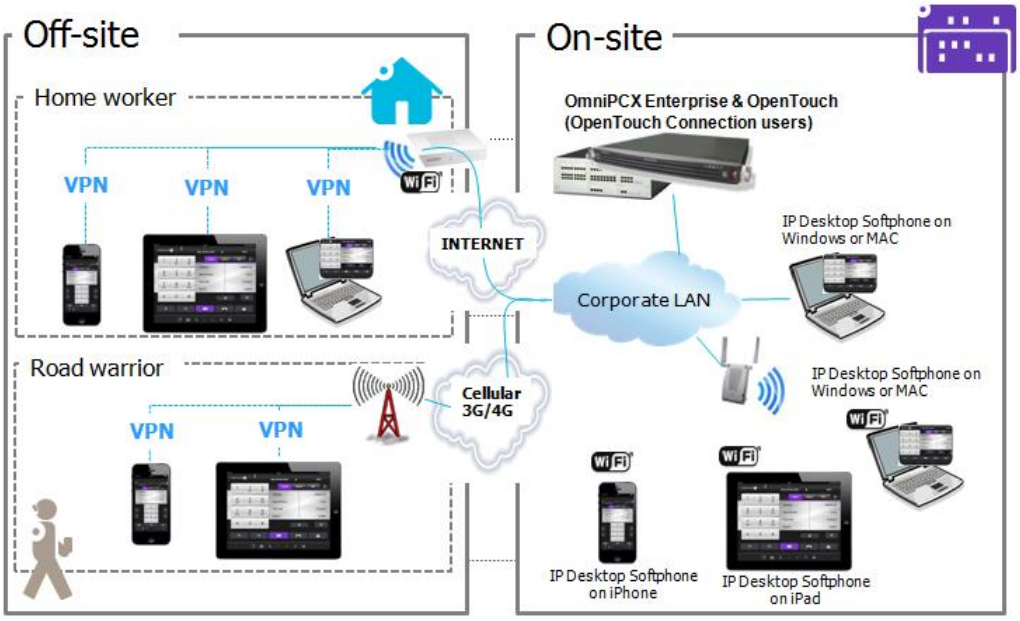
- Fully-integrated telephony solution
- Quick and user-friendly access to telephone facilities
- Help businesses optimize their employee's productivity
- 8082 My IC Phone user experience for fast adoption

- Easy integration of remote and home workers, especially when desktop connection is the preferred communication mode
- Carbon footprint reduction
- Communications, connectivity and hardware costs control

6.2.2 Features

- VoIP protocol provides voice communications on tablets and smartphones
- Runs under Apple iOS and Android (please check the list of compatible Android devices in the Services Applications Compatibility Matrix available on the Alcatel-Lucent Enterprise Business Portal)
- Available off-site anywhere the user is able to connect to the company IP network via a company VPN (works on Ethernet, Wi-Fi, 3G/4G cellular)
- Available on-site on wired Ethernet connection or Wi-Fi
- Suitable in both Business and Contact Center environments
- G.711 and G.729 codecs are supported
- The user interface can be personalized
- Identical display and keys as the 8082 My IC Phone
- Desk sharing is supported (except on Android devices)
- Horizontal/vertical flip and horizontal full screen
- Telephony is supported on any CTI environment (ex: Contact Center agent workspace, Desktop Application, TSAPI or specific CTI Toolbar)
- QoS Level 3 IP TOS / DSCP
- Up to 15 different ring tones
- Customized skins can be created to meet specific client needs on demand
- It is also possible to adapt the application on demand to meet specific needs

6.2.3 Topology



More details

- *For more details about prerequisites, limits and restrictions, please refer to the Technical Datasheet posted on the Enterprise Business Portal.*
- *Please refer to the Services Applications Compatibility Matrix available on the Alcatel-Lucent Enterprise Business Portal for all questions about software compatibility.*

7 WEB Client applications

7.1 OpenTouch Conversation WEB conferencing solution

Refer to the Document Conversation Devices and Clients section "OpenTouch Conversation for WEB"

END OF DOCUMENT